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| **Constable Country Medical Practice: Patient Participation Group Meeting** |
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| **Minutes for 14th November 2016** |
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| **Present:** | Andrew Ravasio (Chair), Greta Abbs, Liz Digby, Jan Cheng, Nancy Cohn, Mike Huard (minutes), Peter Keeble (Practice Manager), Casey Francis (Admin Support), Dr Victoria **Okpiabhele** |  |
| **Apologies:** | Kathy Pollard, Dr. Frank Wells, Peter Wright, Becky Thomas, Gill Jones(Healthwatch), Kirsty Nicholls |  |
|  |  | **ACTION** |
| Special notice: | Becky Thomas had sent an email resigning from the PPG. Kathy will talk to Becky. Kathy will also speak to Peter Wright. | KP |
| Minutes of previous meeting | Accuracy and matters arising were dealt with together. |  |
|  | PK and FW – Capel Parish Council meeting at surgery. Number of planning applications pending:Days Road – advanced. Received no formal response from NHS England. PK general comment and response.100 houses – need to improve access and clinical rooms need to be refurbished.NHS England formal £36k additional money from developers. Health infrastructure and access to £36k need to be investigated.Number of other developers – 550 houses equals 1.5k additional patients.NHS England not responded yet.LD – capacity of East Bergholt and capacities of surgeries as a whole. The number of patients across the area in future will constrain medical practice and give a need for further 2 doctors plus a nurse. Capel St Mary capacity more constrained than East Bergholt because of premises.**6.44pm At this point Dr Victoria Okpiabhele joined the meeting.**Noted that monies given by developers to the council may not be received by the surgery? | PK to talk to NHS England about future plans to develop services in Capel. |
|  | Complaints - Sue Yellop absent, KP to take her place |  |
| Staff recruitment | PK – Phlebotomy - Barbara has resigned, looking to replace her.Sue Southernwood and existing provision filling the gap. Another phlebotomist coming in this week (on trial)Nurses – Lisa (Practice nurse) off sick and has now left. Looking for replacement. Speaking to one possible candidate for after Christmas at 30 hours per week. 2 locum nurses at present – Dot and Tracey.Doctors – Dr Eva previously partner, now salaried GP on 2 days per week. Dr Parith last week for 2 days – salaried GP with minor surgery specialismPK said they are talking to another doctor: number of GP’s, resources and number of hours are issues. General discussions ongoing and they prefer to use local doctors firstNurse practitioners: not concentrating on them, developing Sarah.New receptionist – Karen – has been with practice a monthRelief receptionists being sought. |  |
| Agenda4B | Mental health: Jan/Nancy/Greta met the CPW to discuss mental health. The only issue highlighted was the communication with the practice.Planned meeting with Mental Health Services.Dr Victoria to take up issues. PPG presentation on mental health/well-being issues. |  |
| Move to Item 7 | LD attended PPG network meeting on 25/10/16. This was the first time they had met and was not well attended. Sue Hardwick set up terms of reference. Our practice is well set-up and has good doctor engagement compared to other PPG’s. Next meeting February 2017. |  |
| PK | Flu days went well: 2167 received flu vaccine. Possibility of sending automated electronic message to those who missed the flu day. |  |
| PK | Questionnaire – encouraged by Peter to complete about practice and patients’ responses. Compiled with FW to engage feedback about the practice.PPG members encouraged to visit surgeries and encourage completion with waiting patients.\*Copies to PPG members – to review at next PPG meeting.GA suggested notifying Parish magazine so patients are aware of questionnaire. | \*Agenda item for next PPG meet. |
| PPG presentation | Dr Robinson’s talk on ‘Dicky Ticker’ had a good turnout. Some problems with the microphone so hearing questions and responses was difficult.Dr Robinson was an excellent speaker.Issue that East Bergholt residents attended the EB presentation and Capel residents attended the Capel one.Future presentations: Dementia (Dr Victoria). Suggestions:Q & A sessions productive.LD - support networks in attendance on topic.AR - early signs of dementia important. | Dr Victoria to explore possible presenters |
| JC | Issue of follow up contact for practice patients after discharge from hospital by doctors.PK – there is no policy. Surgery receives discharge notification, change of medication etc. No mechanism at present to follow up.Discussion of nurse/doctor follow-up telephone call for emotional well –being. PK looking at how they can manage this. | PK feedback |
| Items 5 & 6 | Greta, Andrew and Mike met to discuss Terms of Reference. Andrew will integrate into the terms of reference what was decided:* Number of PPG members. Agreed 12 is a good number and when voting the Chair will have second vote if committee votes are equal.
* PPG membership should have a fair geographical representation and age spread
* Length of service 4 years with rotation of 3 members after 3 years, then 3 members per annum. It was felt that the committee’s experience of resignation etc would prevent the need for any ‘Russian roulette’ system.
* Ex-PPG members would be eligible for re-election after 2 years.
* Annual recruitment process in June. Individuals submit expressions of interest and then have informal chat with the Chair/Vice-chair and up to two other PPG members. If more interest than available places then ‘names in a hat’ to ensure random choice.

CF - Potential new members invited to observe a PPG meeting.GA – attendance to PPG meetings. Receptionists left out and need to be incorporated somehow. Admin staff & nurses represented at PPG meetings. CF represents Admin. Possible issues for Nurse attendance.3.5 ToR ‘to contribute to and’ to be changed to ‘when appropriate’.3.7 ToR remove Newsletter paragraph and substitute ‘to keep patients informed’.4.1 ToR monthly meeting suggested. Quorum 50% of membership4.4 ToR Expressions of concern that PPG minutes (which may contain confidential information) should be published. Minutes are on CCMP website.MH – Suggested an additional section 6 to the ToR: 6.0 Annual General Meeting (AGM) 6.1 To receive minutes of the previous AGM and approve them. 6.2 To receive a report from the Chair (or Vice Chair) on the past year. 6.3 To elect PPG membersNB. To elect a Chair or Vice Chair (subject to the election cycle and ToR 4.3) at the first meeting following the AGM. 6.4 Any other business which has been notified. 6.5 The committee may co-opt members to the PPG who have specialist knowledge.Additionally: If we are involved with any financial transactions we may need provision in the ToR to cover this.CF - suggested a dedicated PPG notice board with meeting notes in the waiting areas and on website.PK and Chair will vet minutes for confidentiality. |  |
|  | MH – Attended Healthwatch AGM. Presentations on mental health (Norman Lamb MP and Natasha Devon MBE) Their presentations are available to view on the Healthwatch Suffolk website. |  |
| Date and time of next meeting | Monday 5 December 2016 @ 6pmTo be Christmas social meeting for all CCMP staffNB nibbles/drinks to be provided by PPG members. |  |