**Constable Country Medical Practice.**

**Members Present:** Kathy Pollard (Chair), Dr. Frank Wells, Jan Cheng, Nancy Cohen, Andrew Ravasio, Peter Wright, Mike Huard, Gill Jones (Healthwatch), Peter Keeble (Practice Manager), Casey Francis (Admin Support).

**Apologies:** Kirsty Nicholls, Becky Thomas, Liz Digby. Becky and Kirsty hope to be back at the next meeting. A condolence card was signed by members, to be given to Becky).

**Minutes of Meeting held on 14-11-2016:** These were agreed as they stand, subject to omissions which were not to hand. Updated version to be submitted and circulated.

**Matters Arising: Effect of proposed building at Capel:** 100-150 houses would give 14% increase in number of patients. Practice could cope by refurbishing all clinical rooms and reception area. £36K funding from developer) may be forthcoming. Pete to speak to the Rendlesham practice, who are in a similar position.

500 houses would give 25% increase in number of patients, which would necessitate a new building. The developers are to be approached re possibility of incorporating a new GP surgery building within the development. (It was noted that planning applications have not yet been submitted for 500 homes). The question was posed as to who owned the Capel building, and Pete reported that it was in the process of being sold by the present owners (Drs Ayache, Halfhide, Omar and De Suza), and bought by Drs.Tetteh and Victoria (Okpiabhele) The pharmacy at Capel is being bought by the two aforementioned Partners, plus Alberto, the new Pharmacist at the Capel surgery. This prompted the question of Dr. Ayache’s retirement, and he said that it was not imminent as he is obliged to give 6 months notice. The Medical Centre at East Bergholt has 10 years to run of a 25-year lease. Is this confidential and not for general publication?

**Capel Pharmacy and the new Electronic Prescription Service.**

The Chairman reported that the patients at Capel were very distressed at losing Satinder, the very much-liked and respected Pharmacist at the Capel surgery. Dr. Ayache gave assurance that he had resigned of his own volition, to take up a post nearer home. His departure had led to a very large backlog of prescriptions over the Christmas period, but these had now been dealt with by the locum pharmacist, plus considerable input by Alberto, the newly appointed pharmacist. Pete reported that overall, the new system was working well but with inevitable teething problems. These were largely due to the misunderstanding between Drs. and patients as to when their medication (as opposed to prescription) would be available for collection. He also pointed out that it was not possible to use the electronic system for controlled drugs, and this led to a “split” prescription in some cases. It was recommended that all Clinicians should give clearer instructions to patients.

**Staff Recruitment.**

Dr. Parikh has joined the Practice as a salaried GP, and is alternating between 3 and 4-day weeks.

This means the Practice now has 3 partners and 2 salaried GPs.

Lara has been appointed as a new practice nurse, and Heather, a new phlebotomist. Together with the additional afternoon courier service from East Bergholt surgery, this will give a much improved phlebotomy service.

A Clinical pharmacist is being recruited for the practice, to deal directly with patients, and also with repeat prescriptions, which should free up a considerable amount of GP time.

**Feedback after discharge.**

No action as yet.

**Complaints Process.**

Casey reported that the Receptionists had suffered a lot of personal abuse from patients during December. Pete verified that the practice generally had been under considerable increased pressure, and he agreed that he would put a note in the parish magazine explaining this and thanking patients for their patience during a difficult time.

Kathy and Frank offered to speak to the receptionists, and give them the support of the P.P.G.

It was agreed that all Clinicians wishing to see a patient for follow-up should make the appointment direct, rather than referring the patient to reception. This would also improve continuity**. Dr. Ayache and Pete to inform the Clinicians.**

**Practice Questionnaire.**

This was accepted in principle, and agreed that the adapted draft, which would include amendments from P.P.G members, would be sent to them for approval, before being sent out to patients.

**Terms of Reference.**

Other than the recruitment process for new members, these were agreed.

**Future Talks.**

Dementia was top of the list, and Dr. Victoria is to be reminded that at the last meeting, she volunteered to find a speaker. Men’s health and self-management of minor illnesses were also to be considered, and speakers found.

Greta to find dates for the Constable Hall in April and notify Frank, who will then liaise with Pete.

**Dates of meetings.**

It was agreed to continue with monthly meetings, to be held on the 3rd Monday of each month, other than Bank Holidays, when alternative dates will be considered.

Feb. 20th

March 20th

April 24th.

**A.O.B.**

Notices were to be displayed in waiting rooms re. maternity services, and bereavement support. Members were asked to publicise the bereavement services where it was thought to be appropriate.

As there was no other business, the meeting closed at 8-05p.m.