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| **Constable Country Medical Practice: Patient Participation Group Meeting** |
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| **Minutes for 17th July 2017** |
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| **Present:** | Kathy Pollard(Chair), Dr Frank Wells(Vice Chair), Andrew Ravasio, Nancy Cohn, Peter Wright, Mike Huard (minutes), Peter Keeble (Practice Manager), Casey Francis (Admin Support), Dr Ayache, Dr Victoria **Okpiabhele** |  |
| **Apologies:** | Liz Digby, Gill Jones(Healthwatch), Jan Cheng (via mobile message), Kirsty Nicholls ? |  |
|  |  | **ACTION** |
| Note: | Greta still residing in East Bergholt and coordinating transport. Expects to move in September and will appoint her successor . | GA to advise |
| Items 2 & 3 | The Elections of Chair and Vice-Chair were agreed to be taken later in the agenda. |  |
| Minutes of previous meeting | Accuracy and matters arising were dealt with together. |  |
| Item 6a | PK informed:* Recruitment of Pharmacist, Mr Moni, from 7.8.17 for two days per week (Wed & Thur). He is to commence prescribing course in September for completion in February 2018 ready to prescribe.
* Sara, one of the Nurse Practitioners will also be attending the prescribing course in September
* New salaried Doctor joining in August 17, Dr Ola will work Thur & Fri and from September Wed, Thur, Fri.
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|  | Dr Ayache announced that he will be retiring from the practice on 31st December. He will be continuing with his commitment to Ipswich Hospital and to his Syrian Refugee and CHAPS involvement. |  |
| Item 6b | Sale of premises has gone through on 30.6.17. Drs Tetteh and Okpiabhele are the new owners.The Pharmacy is owned by Drs Tetteh and Okpiabhele plus 3 pharmacists: Ope, Solomon, Tunde (first names). These pharmacists have interests in 3 other pharmacies in Essex and Kent. Pharmacy still under “Villapharm” name. |  |
|  | KP raised new housing proposal from Scotts developers for 450 new properties in the old orchard area of Capel. A presentation had taken place this afternoon and KP had an outline plan which showed a possible new Doctor’s surgery within the plans.PK raised need to convince NHS England and rental monthly agreement. He agreed to contact the developers to say practice happy to enter dialogue with them. | PK |
| Item 6c | FW has been in touch with a Reader at AR University. Jan has questionnaire leading to likely research project | JC & FW to update |
| Item 6d | PK has not yet followed-up on the Suffolk IT meeting and he has not found a way to take the special action for vulnerable patients forward. | PK update |
| Item 6e | PK informed the telephone system was upgraded last Thursday. The 10 lines have been replaced with one internet pipe coming in to the network. This will queue up to 90 incoming calls and will advise position of the caller and inform every 25 seconds the caller status. The staff need to gain experience of the new system and the statistical information created. The interlude music is to change to a more calming ditty! |  |
|  | ❖At this point Dr **Okpiabhele joined the meeting.** |  |
| Item 7 | * Waiting rooms. Request by PPG for separate notice board to display minutes/presentation information etc. In both surgeries. PK & CF could accommodate this for patient communication.
* NC volunteered to de-clutter notice boards!
* Children’s toys in the surgery. Dr Ayache mentioned infection control PK will follow-up with the latest guidelines on infection control given toys in various hospital locations.
 | PKNCPK |
| Item 8 | Doctors duty roster for week ahead. PK changes every week sometimes at short noticeIssue – follow-up with same Doctor (continuity of care)Dr Ayache names of Doctors on duty that day placed on surgery wall | Practice to explore options |
| Item 9 | Recruitment of PPG members: 5 applications, 4 men 1 woman. KP and FW to follow up with informal chat and a formal interview to be followed. They would make recommendation PPG to confirm the process. AR strongly advised continuing to recruit via Children’s First Aid presentation. | KP & FW |
| Item 10 | LD sent message re: September Children’s First Aid talk possible Health Visitor and Pharmacist invited.Dr Ayache suggested Dr Desi as possible speaker. Dr Ayache to pursue Dr Desi ‘s availability and East Bergholt Primary school as possible venue.Issue of closing date for local publication mentioned. | Dr. A |
| Item 11 | PPG decided no AGM to be held in future given poor attendance at this year’s AGM. We would produce an Annual Report instead.AR will update Constitution and Terms of Reference. | AR |
| Item 12 | PPG network meetings: Coast & County Primary Care – Hadleigh, 27.9.17 MH volunteered to attend. The Grove Medical Centre 21.11.17 FW volunteered to attend. |  |
| Item 13 | Future PPG meetings: 21.8.17 **Cancelled.** Next meeting 18th September at 5pm. |  |
| Item 14 | AOB: PPG notice board for both surgeries.Comment Cards: “Drs are dismissive and uninterested” No names attached to this card, “Friendly and helpful staff”, “Excellent service” in praise of the practice.Flu dates to be confirmed. | PK/CFPK |
| Items 2 and 3 | Election of Chair and Vice Chair. With no opposition KP and FW were unanimously re-elected. |  |
| Date and time of next meeting | Next meeting 18th September at 5pm. |  |