**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of meeting held 16 April 2018**

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| **Present** | Kathy Pollard (Chair), Frank Wells, Andrew Ravasio, Richard Cavanagh, Kirsty Nichols, Mike Huard, Peter Wright, Liz Digby, Lyn Matthews, Pete Keeble , Francis Casey Dr. Tettah |  |
| **1.Apologies** | Nancy CohnJan Cheng.Gill Jones (Healthwatch) |  |
| **2. Declaration of Interest** | None |  |
| **3. Minutes of last meeting** | Agreed as a correct record |  |
| **4. Matters Arising****. a.** **b.** **c.**  **d.** | **Patient satisfaction research project.** Pete had received information from the University that the project has been put forward to students as a consideration for choice and it is by no means certain that it will be chosen or taken up. We are waiting to hear.**Training issues**Pete had undertaken some research for suitable training providers to train GPs and possibly other staff in effective communication and interpersonal skills. He had found three possibles but invited the PPG to carry out more research to find other providers who might be suitable. AR accepted to undertake this. **Public talks initiative.** The arrangements for the Child Health meeting on 16 May are almost complete. Discussion took place regarding the design of the posters/flyers, where they should be placed and the number required. Agreed that 50x A4, 20 of which will be laminated and 100x A5. MH is to confirm details of programme and it is expected that presentations will be given by OneLife (Suffolk) and Jan Cavanagh, Play Therapist. Possibly the CCG may like a slot and MH will confirm one way or the other. **Refurbishment of Capel St Mary Premises**PK reported that the deadline set by NHS England for the work to be completed before March end has not been met. Three rooms are nearly finished and the criteria regarding standards for them all has been met. The outer doors have been a slight problem as some patients, to gain access into the building, push the green Emergency button instead of the Disabled. It was suggested an appropriate sign might overcome this issue. PK said he would monitor the situation and deal as necessary, if required. The flooring near the doors has yet to be completed and there are plans to change the reception area in order to give more waiting area space. NHS England have been approached to see if they will give financial support to alter the toilets and staff kitchen. A response is awaited. There are also plans to make the outside of the building look more presentable.   | **Action****PK/FW****Action****AR/PK****Action****MH** |
|  **5.** | **Update from Practice Manager and Partners**A buzzer has been installed in Reception at EB replacing the bell. PK said this is not without problems as some patients keep buzzing continuously and is annoying receptionists. It was suggested this may be because patients can't hear it and think it has not sounded. The situation will be monitored**.**Dr McDonald started on 1 April and is working 4 days pw. Dr Nasta (retained doctor) is returning to work w/c 23 April having been away for a year. She will be working two mornings p/w and on annualised hours, term-time-only. Also, Dr Victoria returns to work w/c 23 April. Heather (HCA) is about to commence maternity leave, as is Lara (Practice Nurse), in one month. |  |
| **6.** | **CCG "Pound"**KP stated that PPGs can apply to the CCG for funding for specific projects. A discussion took place regarding ideas for possible projects our own PPG might like to apply for. These included the funding of leaflets and their circulation to signpost people to relevant agencies etc that might be able to help them, giving contact details; funding for PSA tests and help for the GPs in educating patients with regard to available over-the-counter medication instead of the need to prescribe in certain cases.All PPG members to submit their ideas by email to KP where they will then be discussed at the next PPG meeting.  | **Action All** |
| **7.**  | **PPG Network Meeting update**KP will produce a summary of the Minutes of the last meeting and send out by email. | **Action KP** |
| **8.** | **Ipswich and Colchester Hospital Merger**At a recent meeting the new Medical Director gave a presentation on the current position. There is public concern with where services will be situated and how this will impact on how people will get to the hospital if it is not the one in their area. This will also be a problem for many people wishing to visit patients. This was acknowledged and a separate Transport Group has been set up to address these concerns. |  |
| **9.** | **Capel Parish Nurses**Capel Parish Nurses asked if the PPG would like a stall at their next event on 30 June. To be discussed at the next PPG meeting. | **Action****KP** |
| **10.** | **Comment Cards.** Apart from one comment complimenting a GP there were no other cards submitted. However, it was noted that some PPG members had received verbal compliments from patients relating to their recent attendance at the Practice. |  |
| **11.**  | **Any other business**A discussion took place regarding patients placing comments about the Practice and, in particular, negative comments whilst naming GPs, on Facebook. Although there had also been some positive comments the PPG felt Facebook was not the place for patients to air their grievances, especially in naming GPs.The PPG agreed to place on Facebook their disapproval and advising patients there are more appropriate channels open to them. |  |
| **12.**  | **Date and time of next meeting** **21 May 2018 (3rd Monday of the month) 5pm** |  |