**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 25th June 2018**

**Present:**- Kathy Pollard (Chair), Jan Cheng, Gill Jones (Healthwatch), Andrew Ravasio, Kirsty Nicholls. Mike Huard, Richard Cavanagh, Lyn Matthews

Joining meeting at 5.30 pm - Pete Keeble (Practice Manager), Casey Francis (Admin Assistant), Dr Tetteh

1. **Apologies:** Frank Wells, Nancy Cohn, Peter Wright.

Kathy also read out the letter of resignation from Liz Digby. She was thanked for her contributions in her absence and will be missed.

1. **Declaration of interest.** Gill Jones – Healthwatch
2. **Election of Chair.** Kathy was elected unopposed.
3. The Vice Chair role remained unfilled.
4. **Minutes of last meeting –** agreed.

**Matters arising**

1. The Patient satisfaction survey with UEA. Pete has heard nothing back so assumes that none of the Masters students want to undertake this as their dissertation.
2. Training issues. Pete reported that the CCG will be approached to support the GP consultation training
3. CQC inspection. The final report is awaited.
4. Lyn will report at the next meeting about schools
5. Record sharing – the CCG link is Julie Irving
6. The Healthwatch Widget has been added to the website
7. CCG ‘Pound’. Kathy will arrange a 1st meeting with herself, JC and CF to begin discussions of publication of a newsletter.

NHS 70th Anniversary. Events will be held in both Capel St. Mary and Holton St. Mary.

1. Casey was reminded to send Kathy the specification for toys in the waiting room.
2. **Staffing Update.** Pete reported that Anthea is leaving, Lara had twins and is taking a full year as maternity leave. Recruitment is ongoing to recruit to vacancies. The Clinical Pharmacist now works 3 days per week and is improving the repeat prescription service and reviewing medications, bringing added clinical expertise to the system.
3. **Capel St Mary CIL survey**. Kathy shared a synopsis of the results of the survey. There were many concerns about the size of the surgery at Capel, given the expanding population from new developments, and the ability to get appointments now and in the future. She also commented that the CSM surgery looks tired and shabby from the outside, with weeds and litter. Pete agreed and will undertake the organisation of a ‘smarten up’.

It was also agreed that PPG members would tend planted pots when the Practice supplied them. Lavender was suggested as a fairly robust evergreen. The practice will respond to the Parish council regarding comments in the survey and will discuss with Kathy first.

 **Action PK**

Mike Huard joined the meeting at this point.

1. **PPG Network and Coast and Country Network Meetings.**  Kathy will forward the dates for these meetings.

**Action KP**

1. **NHS 70th Tea Party.** Pete was reminded to apply for the money from Louise Hardwick. A number of members agreed to volunteer at the Capel St. Mary coffee morning, some making cakes as well. Strawberries and cream, as a special treat, will be funded on the menu for the Holton St. Mary ‘First Friday of the Month Lunch Club’. JC is linking with the July volunteers to arrange this.

**Action - various**

1. **Capel Parish Nurses Health Fair – Sat 30th June.** MH agreed to attend this event with a stand for the PPG

**Action MH**

1. **Discussion on a wider PPG forum.** The principle of reaching as wide a section of the patient population as possible is the aim. Should this be virtual or physical. Pete thought that PPG Associates would be a good idea. Kathy will research this at local and national PPG level to gather ideas of how it’s done elsewhere.

**Action KP**

1. **Comment Cards.** No comments cards have been received at either surgery. Kathy passed an email she received to PK for action.

**Action PK**

1. **Any other Business.**

LM suggested that the qualifications and experience of clinical staff could be included on the practice website **Action PK/CF**

1. information for patients with the idea that this should be celebrated. PK/CF will discuss with GPs.

**Action PK/CF**

1. The practice have posted information about what they have done in response to patient comments in the waiting rooms. JC shared a style which is used by secondary Trusts which is ‘punchy’ visually and conveys the message in a succinct way. PK took an example away to adapt the practice’s to a similar style.

**Action PK/CF**

1. MH reported that One Life would like to link in with the Practice. He will forward PF and CF’s contact details.

**Action MH**

1. PK reported that there is a sum of money donated by patients for Dr. Ayache’s leaving gift. He will ask him what he would like.

**Action PK**

1. Future talks. The question of whether these were worth the effort, given the attendance, was discussed. Lynn will speak to Schools about using their facilities for a talk on self care of common childhood ailments. JC stepped down from the talks sub group due to family responsibilities.

**Action LM**

Date of next meeting 16th July 2018 at 5pm (pre meeting) and 5.30pm with Practice representatives.