**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 16 JULY 2018**

**Present:** Kathy Pollard (Chair), Richard Cavanagh, Nancy Cohn, Jan Cheng, Mike Huard, Gill Jones (Healthwatch), Lyn Matthews, Andrew Ravasio, Peter Wright, Pete Keeble (Practice Manager), Casey Francis (Admin Assistant), Dr Charity Tetteh

1. **Apologies:** Frank Wells, Kirsty Nicholls
2. **Declaration of interest –** Gill Jones from Healthwatch
3. **Election of Vice Chair –** Mike Huardwas elected unanimously.
4. **Minutes of meeting 25 June 2018 – subject to minor amendment (JC to advise KP)** were agreed. Revised minute:  
   Any other business  
   a) LM suggested that the qualifications and experience of clinical staff could be included on the practice website as information for patients. PK/CF to discuss further with GPs.
5. **Matters arising**

**Training issues**

The doctors had discussed the option, suggested by the PPG, and had not accepted it on cost grounds. (AR advised £1,600 was very reasonable).

The three options they discussed were:

* To use training afternoons when the practice is shut. for which the CCG could arrange training
* Nuffield Trust offered telephone conversation courses
* NHS England funding for nurses, HCA and GP training modules which included communication, telephone, etc.

PK stated the priority is “GP training”. **PK** will advise on progress.

**CQC inspection**

PK informed the meeting staff and doctors were very upset by the latest report. Dr Victoria had had an in-depth conversation with the CQC. However they will only accept amendments on factual inaccuracies in the draft report. The CQC had dismissed the challenge. The Practice was left with the option of formally complaining to the ombudsman or to go higher in the CQC itself. They had decided not to take further action.

The PPG expressed disappointment in the report, particularly as there had been, from the patients’ viewpoint, a noticeable improvement in the service offered by the Practice. Dr Tetteh expressed her gratitude for the PPG’s acknowledgement of the improvements made and the lack of recognition of this by the CQC.

The CQC would be returning in about 6 months when they would use the new national survey data produced in 2018. This was due in August.

At this point in the meeting, patient feedback was discussed, particularly the “smiley face” chart in reception at East Bergholt which was going well, and the new feedback forms. It was suggested that the distinction should be more clearly made on the form between doctors, nurse practitioners, nurses and HCAs. It was also suggested that “HCAs” should be spelt out in full, be defined or be dropped.

**Future talks**

**School Links**: LM informed the meeting that she had made contact with the schools and nursery and the Primary School had suggested 20 – 30 minute talks to parents and carers at 0900 when the hall could be made available. A pilot talk could possibly happen in October. She felt the first one could be on childhood ailments and the like. PK felt the Practice would prefer to have forewarning of the subjects to be covered in the form of, say, twenty questions. Dr T suggested parent evenings might be a good time, but the PPG agreed to do a morning pilot as the school suggested.

A sub group of **RC, KP, MH, LM and AR** would be formed to organise this. LM suggested they could attend at the beginning of term in September to hand out flyers and gather suggestions for questions, etc.

**Practice Newsletter**

Meeting has now been arranged for Thursday 19 July. **JC, KP and CF** will attend.

**Outstanding email complaint**

Still outstanding but will be responded to. **Action PK.**

**Capel Surgery**

The outside of the Surgery has now been smartened up and looks very much better with hanging baskets and fresh paint. The PPG thanked the Practice for these improvements.

**One Life**

There had still been no response. **Action MH.**

**Dr Ayache**

No progress**. Action PK.**

1. **Update from Practice Manager (and partners)**

**Capel Surgery**

Peter reported the next stage of Capel upgrading starts in the autumn. They have made a bid to NHS England for the upgrade of kitchen and lavatories. MH asked if any improvements could be made to the phlebotomists’ accommodation. This was a problem as it was the main IT equipment location and wires have to be left exposed to reduce heat. CF had looked at a new reclining seat for patients but they haven’t yet found one which would fit inside the room.

**East Bergholt Surgery**

This needs to be smartened up with attention to external appearance. Pots were available and PK wondered if the High School would like to assist. **MH** to approach the Deputy Head.

**Flu clinics**

The Practice would again appreciate help from the PPG this autumn. The situation is more complex this year as different vaccines will be required for the over and under 65s. **PK** will advise dates (expected early October).

1. **PPG Network meeting**

KP asked for **volunteers to attend the meetings** on 7 August, 2 October and 4 December.

1. **NHS Tea Party 6 and 10 July**

KP and JC reported both parties had been very successful and much appreciated. Of particular interest was the collection of, often very moving, memories about the NHS which should be more widely available. The costs had been met from the £200 CCG grant with the Holton expenditure being £37.70 and Capel £80 plus £66 for advertising. £166.05 had been collected in donations at the Capel event towards the provision of children’s toys in both waiting rooms. 25 completed record sharing forms were also collected.

1. **Capel Parish Nurses’ Health Fair**

MH reported in addition to the PPG stand about 15 other organisations were represented. Thanks were expressed to Frank Wells, Casey Francis and Kathy Pollard for providing material. MH met with a representative from the Holbrook and Shotley PPG who would like to liaise with us. The event was a success and the Capel Parish Nurses are holding a drop in clinic at Capel Library on 18 September from 9.30 to 11.30am where people can get health and medication advice plus advice on falls prevention. They are also starting up a dementia café in October and are appealing for volunteers.

1. **PPG Forum** Members agreed that it was a good idea to set up a wider forum that enabled those unable to attend meetings to involve themselves with the PPG. Before proceeding, however, specific objectives of such a forum should be identified. A sub group was formed: **action KP, PW and CF.**
2. **Issues raised on Comment Cards**

The need for more phlebotomy appointments had been raised on a card at the Capel NHS tea party event. PK outlined that there had been staffing difficulties and that they were trying to resolve this.

Two other cards complimented the practice, one mentioning the caring attitude of Dr. Tetteh.

**12. Date of next meeting**

**17 September 2018 at 1700, formal meeting to begin at 1730.**

**13. AOB** The A4 sheet displaying PPG photographs and contact details at Capel is now in a less prominent and easily obscured position and MH asked if it could be moved. **CF** said she would investigate and move if possible. MH also reported that at the tea party he was approached by The Romeo Group who would like a volunteer to attend their autumn meeting. **Action all PPG male members!**