**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 17 September 2018**

**Present:** Kathy Pollard (Chair), Richard Cavanagh, Frank Wells, Jan Cheng, Mike Huard, Gill Jones (Healthwatch), Lyn Matthews, Kirsty Nicholls, Lyn Mathews, Nancy Cohn (minutes) Pete Keeble (Practice Manager), Dr Parikh

1. **Apologies:** Andrew Ravasio, Peter Wright, Casey Francis (Admin Assistant)
2. **Declaration of interest –** Gill Jones from Healthwatch
3. **Minutes of meeting 16 July 2018 and Issues Arising**
**a. Training issues** – PK and AR. We discussed some feedback received from comments cards and feedback from Healthwatch engagement within the surgeries. Still issues with some patients feeling doctors could be more sympathetic. PK still exploring training options.

**b. Capel St Mary CiL report feedback** – survey done many months ago, so much has changed. Suggestion that response tells of changes since survey, and that there are less patients than previously, and still capacity to expand. Discussed the difficulty of patients not understanding how processes have changed across the country. Patients over 70 have a named doctor. (though they may never see them)

**ACTION – PK and KP to meet and then respond**

**c. Future talks – plans for school talks**-Lyn has spoken to both schools who are keen for talks to go ahead.

**ACTION**: **Lyn and Subgroup** (Mike, Kirsty, Richard) to take forward, beginning with gathering questions from parents. Tuesday a good day for a doctor to be available.

**d. Practice newsletter – update** – Subgroup (Jan, Kathy and Casey) have met about this. Kathy has asked the CCG if the newsletter would be eligible for funding and they responded positively. Kathy has obtained some quotes for printing, but distribution costs need to be worked out.

**ACTION**: **Subgroup** to get exact costings for printing and distribution. Lots of content ready to go.

**e. Response form EB High School re pots at EB surgery** -Mike emailed deputy headteacher about this in July. A positive response, but no action as it was the end of term.

**ACTION –** Mike will follow up on this and bring back to meeting.

**f. One Life response – MK** – One life has contacted PK

**ACTION: PK** to arrange a time to meet aiming to build up a good relationship with them

**4. Update from practice manager and partners on developments since last meeting regarding staff employment and other issues including response to recent NHS patient survey** -

Dr Parikh was nominated for Villager of the Year for Capel and was thrilled to be nominated. Well done from PPG! Capel – work is starting Friday on change to reception area. Lots of changes on the horizon, which will help the practice and pharmacy to look and operate more as separate entities. Outline approval for funding to overhaul patient toilet. New practice nurse – Hettie has started. NHS England has given the practice money to send her on various trainings. We should be well covered for practice nurses. Practice collecting data each day on smiley faces board, and patient feedback forms. Discussed the idea of ‘mystery shoppers’ for practice.

**ACTION: PK** to come up with some preliminary thoughts and bring back to meeting and then **PPG** will form a rota for “mystery shoppers”, and devise a simple form.

**5. PPG Network update** -to stay on agenda pending further meeting dates following reorganisation of PPG network areas

**6. Rota for flu days** -KP has passed around rota. Still some gaps. Additional dates to cover - November 6th and 13th

**7. Webinar for PPG members on online access to patient records, etc.** – MH did the webinar. Entertaining hour! The motivation was to get patients to make more use of online access to their records and making appointments etc. However the presentation did not address the issue that some older patients may not have access to computers.

**8. PPG Forum** – KP to contact NAPP.

**9. Purchase of children’s toys** – Kathy bought some toys from garage sale at the weekend. We need to get more.

**10. Issues raised on comment cards and individual members – NC (EB) and KP (CSM) and members including clarification re the nature of patient reviews** – some complimentary comments about improvements and a few negative comments were discussed. **ACTION:** PK to take the “x number of patients missed appointments this week” off the notice. PK to put up notice explaining why there is music playing in waiting room. PK to ask receptionists who leave message re blood test results to mention if not urgent so as not to alarm patients.

**11.Minute taking rota** – Mike not October! Lyn to do next meeting.

**12 Date of next meeting – October 15, 2018**

**13 Any other business**  Mike will now cover Great Wenham as parish liaison. PPG member needed to attend next ROMEO group. -email will go out when next invite arrives. Photo board of staff still needs to be done. PK will discuss with Casey.