**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP**

**Minutes of Meeting Monday 15th October 2018 at 5pm at the East Bergholt surgery**

Those present: Kathy Pollard (Chair), Richard Cavanagh, Frank Wells, Kirsty Nicholls, Andrew Ravasio, Nancy Cohn, Jan Cheng, Pete Keeble, Casey Francis & Lyn Matthews

1. Apologies: Gill Jones, Mike Huard and Peter Wright
2. No declarations of interest on any agenda item.
3. Minutes of meeting held on 17th September and ongoing issues requiring update
4. Training issues – PK informed us that still waiting for update from CCG. There will be telephone skills training in November. They will be looking into support from Health Education UK. All training is based on the needs of GPs as part of both on-going clinical and non-clinical specialism. FW added that it would part of CPD for all GPs. PK said that each GP needed to be fully informed of changes in medicine to enable them to work alongside the Cambridge medical students. As 1:1 patient consultations were an issue raised in recent and previous CQC reports it was agreed to keep this as an on-going issue. **Action PK and GPs**
5. Capel St. Mary CiL report feedback – PK discussed future opportunities for improving health care within the practice, which would include options for minor surgery and possibly consultant clinics, or other hospital services. These would be dependent upon the upgrading of facilities. **Action KP to update Capel PC.**
6. Future talks –East Bergholt Primary School. LM informed group that she had met with the head at EB primary and had set a date for 20th NOV. The suggested questions were shared. Once there had been clarification from PK about GP availability then CF would create flier from LM’s information. We would also need to contact the CCG for pamphlets and inform the school Nurse for the school. The Children’s centre will be brought on board when GP finalised but they were involved and keen with initial conversations. **Action PK & LM**
7. Practice newsletter – **Action KP and CF – meeting to be arranged**
8. Response from EB High school re pots at EB surgery **JC would get compost and plants**
9. One Life response – **Item to be carried forward**
10. Update from Practice Manager (and Partners) on developments. Refurbishments of Capel on-going but so far good progress. No staffing updates.  
    The response to recent patient survey showed good “continuity of care” evident. The new telephone system seems to be taking strain off early morning pressure. The practice is also able to offer pre-bookable appointments with the same GP.
11. Mystery shopping rota. It was agreed to support PK idea and a rota was set up. CF to create a “script” and forms sent to all PPG. The process of running the mystery shopper would give the PPG some evidence of how well, or not, the telephone system is actually working and the availability of appointments. The following people volunteered:  
    Monday 8.10am Kathy  
    Tuesday 5pm Frank  
    Wednesday 8.30am Andrew (Nancy has volunteered for 31st Oct as Andrew away)  
    Thursday 11am Nancy  
    Friday 3pm Kirsty  
    Subs on standby Lyn, Richard, Jan  
    **Action: Casey to send script**
12. PPG Network – no new meeting arranged yet. Documents attached from Karen Ghosh (CCG)
13. Rota for flu days – 16th Oct, Nov 6th and 13th. An update of those involved shared and spaces filled. PK clarified that there were 5 different types of vaccine this year and this had added to the complexity. There had also been difficulties with supply. **Action KP to inform PPG members of flu rota for remaining dates**
14. Purchase of children’s toys. **Action KP would continue purchasing children’s toys for surgery**
15. December event with staff. ***Date to be agreed at next meeting***
16. Issues raised on comment cards and individual members – shared that there is a duty GP or Nurse at Capel to take appointments daily**. Action clock in EB to be reinstalled PK**
17. Person taking next minutes **Mike**
18. Date of next meeting – **November 19th**
19. AOB, CF shared the photographs of staff for notice board, still on-going with GPs to add.

15.10.2018 Lyn Matthews