**CONSTABLE COUNTRY MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP MINUTES – 21 January 2019**

**Present:** Kathy Pollard (Chair), Andrew Ravasio, Frank Wells (minutes), Gill Jones (Healthwatch), Lyn Matthews, Nancy Cohn, Casey Francis (Admin Assistant), Louise Hardwick (Head of Partnerships, IESCCG) Dr Charity Tetteh

1. **Apologies:** Richard Cavanagh, Jan Cheng, Mike Huard, Kirsty Nicholls, Peter Wright, Pete Keeble (Practice Manager)
2. **Declaration of interest –** Gill Jones from Healthwatch
3. **Minutes of meeting held on 19th November** – taken as read

Ongoing issues requiring update:

1. **Training issues** It was agreed that this item should be kept on the agenda
2. **Future talks** **(specifically for schools)** The Chair reported that Zoe Knight of IESCCG may be able to provide the PPG with the name of a speaker for a meeting at local schools. This will be passed on to the members of the Talks Subgroup (RC, JC and MH). Meanwhile, various members of the PPG, noted that the original theme for such a meeting was First Aid Training, and suggested we make contact with such bodies as St John’s Ambulance, British Red Cross and Mumsnet **ACTION**: Kathy to contact Talks Subgroup re Zoe Knight. Lyn to contact St Johns Ambulance. Nancy to contact Mumsnet.
3. **Practice newsletter** The original purpose of this newsletter was to inform patients what was happening in the practice following last year’s disappointing CQC inspection rating. The aim was to increase confidence and to “humanise” the practice. Following the discussion with Louise Hardwick about other PPGs initiatives it was decided to review the application for the PPG pound, looking at particular patient needs and how to address them. See item 4.
4. **Clock in waiting area at East Bergholt** The clock is now appropriately in place
5. **OneLife Suffolk** Casey has been liaising with appropriate persons at OLS and reported that the OLS Team will shortly let the practice know what they have on offer.
6. **MMR vaccine update**  The request made at the last meeting for an update on the numbers within the practice that have had the MMR vaccine had not been answered.   
   **ACTION**: Dr Tetteh undertook to have this information available at our next meeting.
7. **PPG pound application.** Louise Hardwick (Head of Partnerships, IESCCG) reported on the various initiatives that had been taken by different PPGs in the Ipswich and East Suffolk area, in response to the grant of £43,000 - £1000 each for local PPGs from the CCG. Although this scheme was originally due to end in March, it will be rolled forward into the next financial year.  
   The following projects have been approved for individual PPGs or groups of PPGs:

a) Promotion of healthy lifestyle and resource to raise health awareness

b) Towards Basic Life Support Training for young mothers and carers

c) To fund a part time patient liaison worker

d) To be able to offer exercise classes specifically for the “walking-well”

e) Increasing participation in the walking group and provide people with stepometers

f) To hold 3 events for older people to discuss health matters and reduce social isolation so people can set up their own social gatherings

g) To provide translation and engage on specific health subjects with the local BME patients

h) To produce a leaflet/brochure for young people on how to manage their own care once they reach 16 years of age

i) To create a self care booklet for patients aged over 70, identifying local services, groups, pharmacies and other community events that may be of interest

j) To create a self care booklet for patients

k) To run 3 programmes over 8 weeks, for groups of 6-8 people, with SportsMedEast (SME), for patients identified as pre-diabetic by the Practice Diabetic Nurse.

1. Update on staff changes: Casey reported that the practice now has four full time partners – Drs. Tetteh (senior partner), Victoria, Parikh and Omorogbe (known as Dr Vincent). Dr Ola’s last working day at the practice will be 13th February and Dr McDonald’s last working day will be 28th February. The practice pharmacist, Moni, left on 26th December. He has been replaced by Vicky, who is a pharmacist technician. She is not able to prescribe but she will cover the activities carried out by Moni.

The doctors were reminded that their photographs should be on display in the waiting rooms in the interests of the best possible relationship between the doctors and the patients.

**ACTION:** Dr Tetteh, who agreed that this should happen

Casey herself departs on 13th February, and the PPG thanked her for her co-operation and support, and wished her well for the future

1. **December events with staff** The Chair thanked those members of the PPG who had assisted at the events and reminded them to submit any expenses they had incurred. It was agreed that holding the two events at both East Bergholt and Capel at the same time had not been a success and it was therefore agreed that they should be arranged on different dates in future. It was noted that cheese straws and sausage rolls were more popular than mince pies!
2. **Position of PPG comment box at Capel.** It was noted that the box for posting comments was remote from the supply of comment cards and from details of the PPG members. The box needs to be adjacent to the reception desk hatch.   
   **ACTION:** Casey with Pete Keeble
3. **ROMEO network volunteers.** It was reported that Mike had volunteered to attend ROMEO meetings, and it was noted that Andrew was also willing to be involved. **ACTION:** Mike and Andrew
4. **PPG Network meetings**. The Chair reported on the all PPG network meeting which took place on 11th December (notes and slides previously circulated). The meeting on 14th January was the first of the new Rural South PPG Network. This comprises the Constable Country Practice plus Hadleigh, Shotley and Holbrook, and Bildeston. At this first meeting, chaired by Zoe Knight of the CCG, we had quite a long discussion on record sharing amongst other topics. The next meeting will take place in early March (date to be arranged).
5. **Issues raised on comment cards and with individual members** Nancy reported on a card complementing Dr Tetteh; and Kathy and others reported on adverse comments relating to the Capel Pharmacy, which, it was agreed, were not for the PPG to comment on. However, Dr Tetteh, as a director of Capel Pharmacy, agreed to take these comments forward.
6. **Person taking next minutes** Nancy kindly volunteered to take the minutes at the next meeting.
7. **Date of next meeting**  February 18th
8. **Any other business:** Casey commented on our ongoing item (see 3 a.) re patient interaction training for clinicians. Dr McDonald collects patients from the waiting area and uses this time to talk to and assess patients. She felt that some training along these lines might be helpful.