**Constable Country Medical Practice Patient Participation Group**

**Minutes of meeting held 18.02.19 5 – 7 pm**

**Present:** Kathy Pollard (KP) (Chair), Frank Wells (FW), Andrew Ravasio (AR), Kirsty Nichols (KN), Lyn Matthews (LM), Nancy Cohn (NC), Peter Wright (PW), Pete Keeble (PK), Dr Vincent (VO), Sophie Rising (SR) (Admin Assistant)

**Introductions:** As there were new people in the meeting, everyone introduced themselves. Dr Vincent and Sophie welcomed to the practice.

1. **Apologies:** Gill Jones (GJ), Mike Huard (MH),
2. **Declaration of Interest:** none
3. **Minutes of meeting 21.01.19 and ongoing issues.** The minutes of the last meeting were accepted as an accurate record. There were several on-going issues arising from these minutes:
4. **Training Issues (PK and AR)** -

**Action:** on hold for now

1. **Future Talks –** plans for school talk – The CCG offered a doctor for Tuesday 26th March 9-10. After much discussion, it was agreed that the talk would be postponed. The feeling was that as time has gone by, the original idea of a talk on winter illnesses, (which might reduce the need for GP appointments) had passed. It was decided to go back to the beginning and try to establish what topics parents would find most useful. This might be ascertained by speaking with parents at the school gate (after discussion with the school).

**Action: the subgroup** to meet and discuss

**Action: LM** will be in contact with the doctor who has offered to speak to see what thoughts he/she had on topics. (Will hand this over to KP if necessary – due to family commitments.)

1. **MMR vaccine update (requested by FW)**. PK – reported back: Two vaccines given. All should be done by time child is 6 years of age. 90.4% of children have had at least 1 vaccine. Target is 95%. Uptake is improving. Discussed practice looking into uptake of all immunisations/vaccines.

**Action: PK** to look at uptake of other vaccines and bring to meeting

1. **Update from Practice Manager** **and Partners** regarding staff employment and other issues.

Sophie Rising now in post as Admin Assistant, taking over from Casey Francis.

New receptionist joining practice named Cathy. Some shifting around of current staff.

Vicky (pharmacy technician) has joined practice. She will check on repeat prescriptions and look at patients’ medication generally. Clear protocol for her in authorising medication under doctors’ supervision.

There is ongoing discussion with two doctors about joining the practice to fill current GP shortfall. One is from Spain,(initially 6 month training programme to work in NHS, full-time), and another for one day a week.

Launched – new electronic service called E-consult. This is on the practice website. Patients can fill in a questionnaire online and will receive response the following today. Some safeguards on the questionnaire to alert patient if they need to take some immediate action. This is not an emergency service. The idea is to gently start this service without too much publicity. Group encouraged to try it out.

PK told us about cancer screenings. For some reason, patients of CCMP have the highest uptake for Bowel Cancer screening in the area:– national target 60%, CCMP 65%. Other data: Breast Screening - national target 70%, CCMP 79%; Cervical Screening national target 80%, CCMP 73%.

1. **December event with staff – payment of expenses** –

**Action**: KP and PW to email PK with amounts owed.

**Action: PK** will contact Caroline to arrange payment

1. **Position of comment box at Capel** – Steve (handyman for practice) will move the box
2. **ROMEO network update –**

**Action: MH and AR** to pick this up

1. **PPG Pound suggestions – subgroup?** There was not time to discuss this item.
2. **Issues raised on comment cards** **and with individual members** – NC (EB) and KP

One comment about missed appointments – What can be done and why is it happening? Patients now receive a text two days before. Discussed possibility of a text cancellation system suggested by Sophie.

**Action:** SR to look at setting up a text cancellation system

**Action:** PK to look at setting up an audit for a week’s missed appointments

One comment about water fountain lacking in EB. Cost implications to this. Partners asked to think about this. In the meantime, could there be a sign in EB Waiting room to say there is a water fountain upstairs.

**Action:** SR to put up sign in waiting room

1. **Minutes for next meeting –** March 18th –  AR to do
2. **Any other business**

**Photo board –** brought up again and will stay on agenda until this is done!

**Action: SR** to take this forward – please!

**One Life Suffolk –**

**Action: SR** to chase up as Casey was going to do this

**Pharmacy in Capel -**Several patients complaining about it.

1. **Date of next meeting** – March 18th, 2019 Andrew taking the minutes.