**Constable Country Medical Practice Patient Participation Group**

**Minutes of meeting held 08.04.19**

**Present:** Kathy Pollard (KP) (Chair), Mike Huard (MH), Frank Wells (FW), Nancy Cohn (NC), Peter Wright (PW), Jan Cheng (JC), Richard Cavanagh (RC), Pete Keeble (PK), Dr Parik (Dr. P), Sophie Rising (SR) (Admin Assistant)

1. **Apologies:** Gill Jones (GJ), Andrew Ravasio (AR), Lyn Matthews (LM), Kirsty Nicholls (KN),
2. **Declaration of Interest:** none
3. **Minutes of meeting 08.04.19 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:

1. **Update on school talk** –

* One Suffolk PPG has run first aid training for parents. KP to discuss with CCG.
* Jan found an app for child health. Developed by Mid Essex CCG, it has taken the NHS app which covers 0-5 yrs and extended it to 11 years. It was suggested this would be more user friendly than a ‘talk’
* **Action:** To be raised at the local PPG network meeting as a suggestion for development of a similar local app for Suffolk by the CCG

1. **MMR vaccine update**

The information is available on the CQC website but is 3 years out of date! Within the practice the rate of 2 yr olds receiving the vaccine is 95% which is above the national average. The out of date issue will be raised at the area meeting on Wednesday.

**Action PK**

1. **Staff photo board.**

PK said this has been started. NC suggested that photos are displayed even if everyone hasn’t yet had chance to be photographed.

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

CQC have announced they will undertake a full inspection of the Practice on 24.04.19. They would like to meet representatives of the PPG. It was hoped that this time the CQC would give prior notice to the PPG of the meeting time.

This led to a discussion about the absence of a partner at some PPG meetings. PK assured the meeting that the PPG was important to the Practice. Pete said that today for instance there are only 4 Drs across 2 sites. As an example of how the group has influenced change, PK quoted the changes to the appointment system. A discussion about how medical practice is changing ensued. It was reiterated that the PPG must ‘keep at it’ because it does make a difference.

PK also informed the meeting that there are 6 members of staff answering the phones first thing in the morning, so even if someone is told they are 39th in the queue, they will be connected within a few minutes.

PK also raised the need to make further changes to the appointment system. This would be discussed at the next Partners’ meeting. There is fluctuation in demand each day, making it difficult to plan resources. Currently patients can book GP appointments in advance. The Practice has looked at how other Practices manage this situation. In Leiston they have switched to telephone triage by GPs, so each GP has a list of call backs. If it’s a ‘heavy’ day, they share the workload, if it’s light, they all benefit. The PPG helped to engage with patients. There was a determined effort to consult and then inform patients of the changes. Since the change it has been found that only a third of patients need to visit the surgery while two thirds can be advised over the telephone. The practice would like to engage with the PPG to take this idea further. They currently hope to go ‘live’ by July 22nd.

**Action**

To discuss at an extra meeting on **09.05.19 @13.30, EB surgery.**

**PK** to put **KP** in touch with Leiston PPG

It was agreed to have this as the main topic of discussion at the next PPG meeting.

**Missed appointments**

88 appointments were missed in February

GP -10

Nurse Practitioner – 14

Practice Nurse – 39

Blood tests – 20

Health Care Assistant – 5

The Practice Nurse missed appointments were of particular concern as some of them are 40 mins long.

1. **ROMEO network update –**

**Action:** Andrew and Mike to liaise with the ROMEO chair to arrange a date to attend

1. **PPG Pound suggestions –**

The sub group has not met but the possibility of funding for First Aid training will be explored at the PPG network meeting.

1. **PPG network meeting 10th April** KP, MH and FW will attend.
2. **Issues raised on comment cards** **and with individual members** –

NC raised one case she was contacted about where a patient was given instructions to get post surgical dressing done on a particular day at the Practice. On the day there was no nurse available. The patient was very upset and anxious. No advice was given by the Practice and the patients spouse had to resolve the problem. This caused a whole lot of worry and distress. PK and Dr P pointed out that this was the reality of general practice these days. NC pointed out that it was not at all helpful. Dr. P apologised for the lack of communication and support from reception staff. He was thanked for this acknowledgement. The PPG agreed that sometimes a simple ‘sorry’ could make a huge difference. NC would convey this to the person involved

Another card indicated that reception staff did not help someone find a ‘caring’ service. They should have been signposted to Suffolk Family Carers who would help them find the right service for them.

1. **Minutes for next meeting –** March 18th –  **AR** nominated in his absence
2. **Any other business -**None
3. **Date of next meeting** – May 20th, 2019 @ 5pm, EB surgery.