**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of meeting held 15.07.2019**

**Pre-meeting speaker:** Emma Goodridge-Hobson from OneLIfe Suffolk

**Present:** Kathy Pollard (KP) (Chair), Frank Wells (FW), Andrew Ravasio (AR), Mike Huard (MH) (Vice Chair), Nancy Cohn (NC), Peter Wright (PW), Dr Vincent, Sophie Rising (SR)

1. **Apologies:** Kirsty Nichols, Pete Keeble, Gill Jones, Richard Cavanagh, Lyn Matthews
2. **Declaration of Interest:** none

1. **Election of Chair** Kathy was nominated and has agreed to continue.
2. **Election of Vice Chair** Mike was nominated has agreed to continue.
3. **Minutes of meeting 17.06.2019 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. **PPG pound and Sub-group (LM, MH, KP, KN)**

The subgroup met on July 4th. The suggested date for the First Aid Talk for parents is October 1, at East Bergholt Primary School. This is subject to the availability of the chosen provider of the training. Both companies contacted would prefer a 2 hour slot rather than 1 hour. It was suggested that we give out an information sheet on the day with details of various apps that are available. A suggestion to invite parents from other local schools.

**Action: Kathy** to speak with Gryphon trainers re timing and **Lyn** to speak to headteacher about inviting other schools.

1. **Staff Photo board -update.** Sophie reported that there was a vote and the majority of staff did not want this. The PPG are saying once again that we are not happy with this decision.

The discussion was around the thought that maybe at least the doctors could have their photos displayed. While it is acknowledged that some of the doctors do not want their photos displayed, the reasons behind this are not clear and on balance, they might want to consider the wishes of the PPG on behalf of the patients,

This led to a discussion about badges. Do all clinical staff wear badges? It was felt that it is important that patients know who they are seeing.

1. **CQC Inspection**. Not discussed

1. **Water Dispenser and toilet seat at EB – update** Sophie has reported that there will be a water dispenser downstairs soon.

**Action:** Sophie will order product to raise toilet seat.

1. **Update from Practice Manager** and Partners on developments since the last meeting, regarding staff employment and other issues.

**Paramedic, Kate** will be in EB every Thursday, and will be doing home visits and annual checks.

1. **New Appointment System** – Mike and Kathy visited the GP practice at Leiston on July 3rd to discuss their experience of the call back system. Copies of their flyers were circulated. PPG availability was canvassed for Open Events, July 23(the Vine Lounge, Capel 2-6pm) and July 24th (East Bergholt Medical Centre 6-8 pm).

There was a discussion about the draft leaflet and flyers. Various comments from patients and members of this group. Discussion about the events themselves. It is envisaged that patients will drop in and discuss the system and be asked for feedback. The new system is currently in operation on Tuesdays, with some good feedback. The feedback from Leiston has been good with higher levels of patient satisfaction.

Limited availability from PPG members for the event due partly to the change of date.

PPG has asked if some members can attend the training with staff on the new system (August 29th)

**Action:** Sophie will look into this

1. **Romeo Meeting – 07.08.2019 @ 11am.** AR and MH to meet in advance. AR and MH will take leaflets about the new appointment system.
2. **South Rural PPG network meeting 18th July @ 1:30 Holbrook Surgery – availability?** Frank able to go.
3. **Issues raised on comment cards and from individual members**

One query about fasting blood tests. Patient received a letter but didn’t mention that she should fast. She arrived and was not able to have the test. Sophie and Dr Parikh have developed an information sheet to give to patients about details of blood tests and specific instructions.

**Action:** Sophie will suggest that all doctors use this.

Another comment was about the new system where a patient had been unhappy about not seeing a doctor.

**Action: Kathy** to forward to Sophie and Pete. **Kathy and Pete** to respond.

1. **Next meeting September 16th –** A lot of apologies for this date. Agreed to change the date on this occasion to **September 10**.

**Action:** Kathy will ask Jan if she can do the minutes.

1. **AOB. Discussion about the importance of a doctor attending our meeting.** We appreciate how busy doctors are, but the PPG can’t function productively without their attendance.

**Onelife Suffok** has been trying to make contact with the practice with no success so far. They have a lot to offer to patients so it would be very helpful for the doctors to be aware of this service.

**NHS health checks** for 40-74 (every 5 years) if not on statins or blood pressure medications. There is a different check for **over 74s**. We are asking if the practice is doing this.

**Action:** Sophie will let us know what the practice is doing regarding over 74s .(Senior Health Checks- which involve physical checks but also more specific questions about issues for older patients.)

Further complaints about the pharmacy in Capel.