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| Constable Country Medical Practice |
| Patient Participation Group |
| Minutes of meeting held on Monday 20th January 2020 |
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| Present: Kathy Pollard (KP) Chair, Nancy Cohn (NC), Pete Keeble (PK), Sophie Rising (SR), Mike Huard (MH) Peter Wright (PW), Kirsty Nicholls (KN), Jan Cheng (JC), Lyn Matthews (LM) (minute taker), Andrew Ravasio (AR), Gill Jones (GJ) |
|  |  | **ACTION** |
| 1. | Apologies: Richard Cavanagh, Frank Wells. |  |
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| 2. | Declaration of interest: Gill Jones, Healthwatch. |  |
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| 3. | Minutes of Nov 18th agreed as an accurate record. |  |
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| 4. | Matters arising: |  |
|  | * Appointment times KN advised that when patients are sent a text message confirming a face to face appointment time, this does not correspond to actual appointment time. Patients should be asked to speak to receptionist when they come in for an appointment. PK to speak to receptionists advising them to untick box for text message.
* Staff Christmas cakes from PPG went well – and non -alcoholic punch.
* KP was not able to attend the all PPG Network meeting 17th Dec
* Meeting with Janet Lawrence re the “Get help to get active” service. Janet is based at the East Bergholt surgery on Thursdays until August 2020. She advised that she is getting very few referrals from GPs or nursing staff at the practice. She is currently relying on patient self-referral. If she does not get enough referrals she will be redeployed elsewhere. Overlaps with other services like OneSuffolk were discussed.
 | PK to speak to reception staff re text messagesPK to pass on information to GPs about the need for referrals to the Get help to get active service. |
| 4. | Update from Practice Manager:* The new GP, Dr Thakerar is working Thursdays and Fridays. The new phlebotomist has started work and one new receptionist has joined the team. A pharmacist joined the practice in December and will help to reduce the amount of clinical admin for clinicians.
* The practice has stopped carrying out ear syringing as the NHS no longer funds this service. Patients can get advice on the NHS choices website. A number of private services are available locally.
* For many travel vaccinations patients will now need to book with a private travel clinic
* NHS Estates have secured funding for a feasibility study for future premises for the practice. The practice will need to plan for the additional patient numbers from future large-scale housing developments in Capel St. Mary, East Bergholt and other villages. It would also be possible to provide facilities within the surgery premises for other NHS provided services closer to people’s homes. The current lease for the EB building can be renewed in 3 years time, but the lease term expires in 2028. Any decision about future premises would need to be made in conjunction with NHS England, the CCG and the practice partners.
* A Memory assessment clinic now runs at East Bergholt surgery every month
* Telephone appointment system; the meeting discussed issues for those who work or students. PK said that not enough people know about the evening and Saturday out of hours service provided by GP +. In addition the practice provides extended hours on Tuesdays early morning and late evening. Patients can book call backs on-line from 7am, although not many people do this. The e-consult facility is available on the website, with a guaranteed to get back to people by the end of the next working day. PK said e-consult is rarely used by patients at the practice, compared with Needham Market where there are 3,000 contacts per month.
* Other issues are about patients understanding accents. A variety of concerns were shared including how the GP will make the call – e.g. do they use speaker phone. PK said GPs use headsets for calls. Training was given about the new appointment system to other staff but not GPs. One patient, who has always had trouble understanding foreign accents, went straight to A&E rather than phoning the practice.
* The group also asked how other practices operated the call back system and whether it has increased the workload, as it has here at the CC practice. Most days each GP will have 40 call back appointments; patients will see either a Nurse Practitioner or GP. GPs will see a minimum of 10-20 patients for face to face appointments each day. The paramedic works on Thursday and will typically see 8-10 patients on that day. Another issue is when patient is asked by a GP to book an appointment several weeks in advance as rotas are only available up to 4 weeks ahead.
 | PK to speak to Needham Market about how they have publicised the e-consult servicePK to create a handout re appointment alternatives.  |
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|  | Groups Funds: PK said funds are with Caroline. KN will speak to Caroline  | KN |
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| 7. | MH asked about parity of pay within the practice, following recent news that, nationally, female GPs are receiving less than male GPs. PK said that all partners are paid equal amounts. Salaried and retained GPs, are paid on a different basis depending on status, but that no distinction is made in the pay of female and male doctors. |  |
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| 8. | A reminder about the PPG Network 21st January at Bildeston Health Centre. KP will attend. |  |
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| 9. | Issues raised on Comment cards, via email, phone and with individual members -NC (EB) and KP (CSM).Complaint about pharmacy Complaint re Capel from Healthwatch site passed to PK, GJ advised he respond to ask person to approach him and sort out issue | PK to action complaint re dementia on the Healthwatch website  |
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|  | Next minutes AR |  |
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| 11. | Date of next meeting Monday Feb 17th at 5pm |  |