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| Constable Country Medical Practice |
| Patient Participation Group |
| Minutes of VIRTUAL meeting held on Wednesday, 16th September, 2020 |
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| Present: Kathy Pollard (KP) Chair, Nancy Cohn (NC), Pete Keeble (PK), Sophie Rising (SR), Mike Huard (MH) (note taker), Lyn Matthews (LM), Andrew Ravasio (AR), Dr Tetteh (DrT) [from15.40pm], Gill Jones (GJ) [from 15.58PM] |
|  |  | **ACTION** |
| 1. | Apologies: Kirsty Nicholls, Jan Cheng | ` |
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| 2. | Declaration of interest: Gill Jones, Healthwatch. |  |
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| 3. | Minutes of 10th August 2020 agreed as an accurate record. |  |
|  | * Thanks to AR for minutes.
* NAPP subscription with Caroline to be paid.
* Practice telephone message has been amended to inform that holding-on accesses the reception.
* NHS England nothing to report on building development
 | NAPP paid?Build - news |
| 4. | Website: |  |
|  | * CSM is shown as closed
* KP has provided updated PPG member details.
 | Status CSMWebsite up to date? |
| 5. | Repair/Plans for opening CSM |  |
|  | PK – Damage to front panel will be repaired on Monday next week.issue of room at EB had to create isolation room, need to move staff to CSM/ resource flu clinics/ Doctors at CSMPlan for Capel reopening 3 days per week with reception opening too in next couple of weeks.KP -does reception waiting area need to be partitioned and or through route to reception/ issue of queuing & social distancing. Dr T -talking with Dr V patient safety in waiting room area separating pharmacy patients and surgery patients.LM -restriction of 2 people in shops and the importance of signage to social distancing. | Repaired?CSM reopened?Patient organisation |
|  | Flu Appt booking  |  |
|  | PK -thanks to PPG for “call centre” help. Vaccinating children yesterday & today. Over 65’s bookings going well. Video link to admin from clinician being changes to clinician directly. Usually 3,000 patients vaccinated in season.LM not a live vaccine confirmed by Dr T.Spoke about less mobile elderly needing lift and those housebound. | Flu vaccination and “call centre” progress |
| 7. | Progress on CQC improvements  |  |
|  | This item to next meetingFacebook page and CQC actions requiring improvement and particularly patients with long term conditions. | November agenda |
| 8. | Relationship Practice & Villapharm |  |
|  | PGG receiving concerns about the pharmacy: pharmacy issuing wrong prescriptions to patients or items incorrect. Dr T informed that last month the pharmacy has changed their working system, now similar to Tesco’s. The process of change, the inclusion of the batch prescribing system, and the need to adapt to the new system. Staff are undertaking weekend work to resolve the issues.The pharmacy had had some issues with the surgery reception and these need to be resolved. The batch prescribing patient are not required to renew their prescriptions as this will occur automatically. Additionally, there have been shortages of medicines due to Covid-19 and BrexitPK said that regular communication had been established between the surgery reception and the pharmacy. The prescription tracker tool is assisting the process.KP – highlighted issues for vulnerable patients.Dr T – Pharmacy displays notice for patients to contact the identified person.LM – useful to put PK’s information into local bulletin/parish magazines.Dr T – Any details passed between KP and her and she will liaise with pharmacy. | Pharmacy and update? |
| 9. | Complaints process |  |
|  | Issue of access for complaints practice or PPG – email address for complainants to use?PK – not a huge number of complaints and patients can send written, verbal, email to him. Whilst the website is a flexible option with lots of possibilities PK does not see need for a specific email address?KP – need to look at PPG details on website and contact details for PPG open to comments of suggestion.NC & KP location of PPG could be more prominently displayed on website.Issue goes back to Liz Digby views on complaints process – lack of reply or long wait to hear reply. Suggestion that a card could be sent acknowledging receipt within three working days?SR looking into Facebook comments over significant time but concerns did not manifest into complaints. Estimated 185 comments but no complaints. There followed a full discussion on social media and negative comments on the practice and the best way the practice could respond and how patients could make representation to the practice and be assured that their concerns were taken seriously. |  |
| 10. | Any other practice issues |  |
|  | PK no practice issues to bring.Flu vaccination bookings; GJ was asked by PK how other practices were adopting to vaccination their patients. Dr T - CCG campaign to vaccinate 60 – 65year olds after the vulnerable. PK – over 60’s not contracted yet and issue of vaccine availability. Information would be put in parish/local magazine. |  |
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| 11. | Next minutes taker: Lyn |  |
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| 12. | Date of next meeting: Wednesday 21st October 2020 at 3.30pm |  |
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| 13. | Any other business |  |
|  | KP to send out flu “call centre” rotaKP – will leave a card to sign for Peter Wright.GJ – appealed to complete Healthwatch online digital survey. GJ will send link.Meeting closed at 16.35 |  |
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