**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 4th April 2022**

Present: Andrew Ravasio (AR) Chair, Nancy Cohn (NC), Pete Keeble (PK), Mike Huard (MH), Lyn Matthews (LM), Jan Cheng (JC), Liz Nalet (LN), Pete Keeble (PK), Dr Charity Tettah (CT), Dr Parikh

1. **AR Introduction:**

AR opened the meeting by outlining the points discussed by the PPG members at their informal meeting in February. It was agreed the dynamics of the group need to change to be more formal and focused. A list of meeting rules have been drawn up and distributed to the group and these need to be followed. The group also agreed that in the past the PPG had not been very good at taking ‘no’ for an answer. It was now agreed that if the practice declined to change or implement a suggestion by the PPG, the subject would not be discussed any further, but the decision of the Practice will be minuted.

AR asked PK if the admin team at the surgery could update the list of PPG members. PK agreed. **Action PK**

PK was asked why there hadn’t been any articles in local magazines recently and he said it was because the lead time was usually two months or more by which time the information may well have changed. He agreed that he would try and write an article and, if possible, would include a short paragraph about the PPG if he could fit it in. **Action PK**

At future meetings AR said that items on the agenda for the doctors would be included either at the beginning or the end of the meeting so they only had to be there for the relevant points, not the whole meeting.

LM will send out a request for any agenda items in time for the final agenda to be circulated three weeks before the meeting. Circulation to include PK. **Action LM**

AR explained that no one volunteered to be chair of the PPG and that the various tasks carried out by the previous chair had now been split between all members of the group.

It was also suggested that the meetings be held once every two months going forwards.

AR agreed to chair the next two meetings.

1. **Apologies**

Kirsty Nicholls, Gill Jones

1. **PPG Guidelines**

LM found some PPG Guidelines to clarify the role of a PPG. A copy of them has been emailed to all members of the group.

LM read out the main points pertaining to the purpose of a PPG and also do’s and don’ts. All agreed with the points made and these guidelines should sit alongside the ones the PPG already have in place.

There were a number of ideas in the guidelines and it was agreed that everyone would look at them before the next meeting and if PK thought there was anything the group could help with, he would let us know. He also said he felt the practice needed to improve patient communication and would like the help of the PPG with this. Dr Parikh reiterated this saying that we were a bridge between the practice and the patients and could help by communicating to the practice what the patients wanted and communicating to the patients what the limitations of the practice were.

It was agreed to add this to the agenda for the next meeting. **Action All and LM**

1. **National Patient Survey**

LM went through the figures from the National Patient Survey.

PK said he was disappointed with the survey and felt that all the hard work the practice had done during the pandemic was not reflected in the survey.

The lowest score on the survey was about how often a patient was able to see a GP. PK explained that General Practice was changing and it was now normal for patients to see a range of clinicians including nurse practitioners, pharmacists, paramedics etc instead of always seeing a GP.

It was felt important by the group that this is communicated to patients.

A list is to be drawn up of what access members have to local forms of communication – eg Facebook groups, parish magazines, council meetings etc. It would then be clear where the gaps were in communication. **Action All and JC**

Gill Jones may be able to help with this. **Action NC**

1. **Ukrainian Refugees**

PK said the practice had received guidance about this matter.

JC stated the council were not looking to house refugees in rural areas so it was unlikely many would actually register at the practice. Dr Tettah confirmed that the practice used Language Lines for translation services.

1. **Practice Updates**

PK explained that there had been a lot of staff sickness over the last two weeks – predominantly covid but not exclusively. The Capel surgery had actually had to close for a couple of days last week because of this. The situation was the same in the local hospitals.

PK also announced the recruitment of seven new members of staff in the last three months and two more were also due to start soon as well as a newly qualified GP who was coming for three months. PK said the practice is very happy with the new members of staff but underlined the fact that they were all new and still learning the job. Kerry also joined the practice in December as Operations Manager, to replace Sophie.

PK also told the group about the new GP Plus Service which gave extended access to services later at night and at weekends. This service cannot be accessed directly by patients but the practice can use it for appointments. There are also other GP Plus Services in Ipswich that the practice can currently use. The system is all set up and being trialled at the moment. PK will send out communication about it once it is up and running properly.

The conference room has been made smaller to allow for more admin space.

1. **Complaints**

JC thanked PK for sharing the complaints policy with the PPG but felt that it was an internal procedure for practice use only and she wondered if there was something else that the patients could have access to which explained what they could expect if they made a complaint.

PK said that perhaps we could include this as part of the website updates.

1. **AOB**

NAPP to be added to the agenda for the next meeting. **Action LM**

A patient, Mr C. has emailed the PPG. PK says he has spoken to him on the phone and the matter is closed as far as he is concerned.

1. **Date of Next Meeting:** Monday 30th May at 6.00pm.