**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 30th May 2022**

Present: Andrew Ravasio (AR) Chair, Nancy Cohn (NC), Pete Keeble (PK), Mike Huard (MH), Lyn Matthews (LM), Jan Cheng (JC), Kirsty Nicholls, Liz Nalet (LN), Pete Keeble (PK), Kerry Baker (KB), Dr Jude

1. **Apologies**

Healthwatch were unable to attend

1. **Minutes from last meeting**

KB has updated the website with a list of the PPG members but has had difficulty in using the photos. KN to ask Kathy if we can use her copy of the photos. **Action KN**

PK has drafted an article for inclusion in the local magazines and he has been asked to include a line or two about the PPG and to ask for new members. **Action PK**

JC asked PK if he had done anything with the list of social media sites she collated after the last meeting. PK said he was waiting for the website to be updated. He hoped that links would be able to be put on the website for Facebook and Twitter. JC mentioned that it would be a good idea if the practice could get approval to use local FB pages directly rather than other people copying information from the practice and putting on their local sites.

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

All practice staff have guidelines about Ukrainians and leaflets are being printed in Ukrainian to help new patients. So far 12 have registered at the practice.

1. **PPG Guidelines**

LM went through the various items in the guidelines especially the do’s and don’ts on page 6.

The patient survey was discussed but it was agreed that a survey had to be properly designed to be worthwhile and meaningful. It was also stated that Healthwatch conduct a survey every three months which the PPG should have sight of.

PK says the practice have been doing some work on patient feedback. KB had looked into the idea of sending out a text to every patient after their appointment for feedback, but she felt the systems she had looked at for doing this weren’t suitable as their questions were too long. Monkey Survey are looking at this and coming back to KB.

NC asked PK what, in particular, they wanted to find out about from patients. PK said they wanted to know about patients’ general experience of the practice as they don’t have much current feedback. He said Healthwatch was the best information they had, at the moment.

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

Various members talked about feedback/complaints they had received personally from patients. It was agreed individual cases were not to be discussed but general themes. KB said if anyone came to a PPG member with a complaint, she was happy for them to re direct them to her on 01206 297148 or by email – [Kerry.baker21@nhs.net](mailto:Kerry.baker21@nhs.net).

Dr Jude said the practice did not shy away from complaints

A word document of the main points in the PPG guidelines to be drawn up and to be reviewed on an annual basis**. Action LM**

1. **Practice Updates**

PK stated the recent spate of covid illnesses amongst staff at the practice now seemed to be over. They have been recruiting and now have a full complement of admin and reception staff and there are three new members of staff in the Data team.

Dr Jude is now a partner at the practice.

The practice is also very keen on getting trainee doctors to the practice and Dr Victoria is a fully qualified GP trainer and Dr Jude is also training to be a trainer. There are currently two GP trainees at the practice. Dr Jude explained that they were already qualified doctors and were just training in the GP part of the job. It was agreed it was important patients know they are qualified doctors in order they feel comfortable talking to trainees. PK said the reception team were already telling patients this. Trainees cannot undertake telephone consultations

PK said the practice is now back to normal in all they are expected to do. He said on October 1st the Extended Hours scheme is due to start at GP practices, which includes staying open until 8pm and on Saturday mornings. PK expressed some doubt as to whether the practice would be able to cope with these extra hours.

1. **Complaints**

JC stated that she thought when a complaint was received an acknowledgement of the complaint should be sent out as soon as possible. Regular updates thereafter are important so the patient was aware that their complaint hadn’t been forgotten and was being dealt with.

KB is now in charge of complaints. She said they were all fully documented providing an audit trail. She also said that there were only two outstanding complaints.

It was agreed that the complaints policy should go on the website in the next two weeks.

AR also asked for minutes of the PPG meetings to go on the website. **Action KB**

1. **NAPP**

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

There is a new NAPP guideline saying that appointments which do not require triage can be booked online, in person or by phone. PK said at the last meeting that they were unlikely to follow this guidance.

GP satisfaction is down to 38% which is the lowest since the survey began in 1983. The NHS satisfaction for patients is down to 36%.

The Friendly Veteran GP scheme was briefly mentioned. Over 1300 practices in England are now accredited including several in Ipswich and Hadleigh. If the practice becomes part of the scheme they will have access to a range of guidance for GPs on the care of patients and their families, free online training and advice on referrals.

Info at [veterans@rcgp.org.uk](mailto:veterans@rcgp.org.uk).

My Planned Care has helpful information for patients waiting for a hospital consultation, treatment or surgery. Patients can look up the specific hospital they have been referred to and their speciality. www.myplannedcare.nhs.uk

1. **Comment Boxes**

KN and LM read out some comments received from patients which for the most part were positive.

1. **AOB**

GP Plus was discussed at the last meeting. PK reported that there had been two clinics with a nurse in early April and nothing since as there are no doctors to resource it. Dr Parikh has applied to the scheme.

1. **Date of next meeting**

This will be on July 25th. MH tended his apologies.