**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 10th October**

Present: Andrew Ravisio (AR) Chair, Nancy Cohn (NC), Mike Huard (MH), Jan Cheng (JC), Kirsty Nicholls, Lyn Matthews (LM) Liz Nalet (LN), Pete Keeble (PK), Jack Ingram (JI)

1. **Apologies**
2. **Declaration of Interest**

Healthwatch have said they no longer have the time to attend our meetings. It was agreed that a message would be sent to them expressing our disappointment at this decision.

**Action AR**

1. **Minutes from last meeting**

PK said he had done the article including some information about the PPG as previously requested.

MH mentioned that he had set up a new email for the PPG and requested that it be put on the practice website

**Action JI**

The extended hours scheme went live at the beginning of October. The practice are subcontracting this as part of the PCN which includes Hadleigh, Shotley, Bildeston, Stowmarket and Needham Market. The Hadleigh practice is able to offer some extended hours as part of this scheme but cannot do all of them. The GP Federation are going to do all the hours that cannot be done. The Saturday slots are primarily going to be held at the East Bergholt practice but during the week the clinics will be held in Ipswich or Hadleigh. Patients will have to book appointments through the practice. It has been agreed that Shotley and East Bergholt patients will be booked into East Bergholt and Stowmarket, Bildeston and Needham Market patients will be booked into Hadleigh.

**Action PK**

It was agreed that it would be useful to contact Healthwatch about all the positive comments they have received about the practice so these could be put on the website. PK hadn’t had time to do this previously. **Action PK**

1. **NAPP**

The membership subscription fee has recently been paid.

Recent communications are about the commitments from the new Health and Social Care Secretary, Therese Coffey:-

Access to /GP appointments within 2 weeks, and urgent need on the same day

£500 million towards improving discharge from hospitals

Use of more volunteers in the NHS including ambulance services

Change rules regarding pensions, taxes etc so retired NHS staff can return to work

Response on expansion for GP access, no plan for addressing the workforce shortage of 4000 full time GPs.

NC asked if the practice had an IT system in place that identifies when test results don’t come back. PK said it did not.

1. **Engagement Officer**

AR mentioned that he had received an email from Olivia Rigo who was the new ‘engagement officer’. She asked about dates for possible meetings which AR gave her but he has since not heard back.

PK said he was unaware of such a role

1. **Practice Updates**

PK advised that there were still staff shortages but he was pleased to introduce us Jack Ingram who is the new Operations Manager. PK said that for day to day issues we should contact JI but for more fundamental issues we should contact PK. Part of Jack’s role will be dealing with complaints and PK said we can give out his name in this regard.

Everyone is now back on reception but there are shortages in the nursing team. PK said that they were finding the vacancies difficult to fill. Two part nurses have been employed but another one has left. The practice is basically one full time nurse and a healthcare assistant down.

However, there are four trainee GPS at the practice, one is full time and the others are part time. Two are in their final year of GP training and are able to see patients on their own.

The para medic is leaving and a pharmacist has left as well. There are not many applicants coming through for either of these posts either. There is a new nurse practitioner starting in November.

1. **Vaccination Programme**

PK said that the programme started on 10th October as they only received vaccines for the over 65s last week. The practice is giving flu and covid injections at the same time. They are sending out text messages to all patients who have a mobile phone who can then click on a link to book an appointment. The practice are trying not to send too many texts at once as they have found that the text messages generate a lot of phone calls from patients who may have already had the vaccine or asking if they could have one vaccine at time. KN suggested putting a message on the answer phone saying longer waits might be expected because of the vaccination programme starting.

A doodle poll to be sent out so members of the PPG can sign up to help.

**Action JI**

1. **Complaints Policy**

PK confirmed that this is now on the website. JC says it would be useful to do an audit later on in the year to see how well the policy was working.

JC and AR saw a patient recently who was unhappy with the lack of communication he felt he was getting from the practice. JI promised to try and talk to patients who had complained to prevent them escalating the complaint.

1. **Community Pharmacist Consultation**

JC asked if this service was free. There was some ambiguity as to whether the word ‘private’ meant a private – ie confidential consultation or whether it meant you had to pay for it. PK confirmed that the service was free of charge.

1. **Comment Boxes**

LM reported that someone had mentioned that a lot of the notices in the waiting room at East Bergholt were over four years old. It was agreed that this should be looked at.

**Action JI**

KN reported that she had received a comment about the reinstatement of face to face appointments. JI mentioned that a lot more patients are seen face to face here than at his previous practice.

1. **AOB**

There was a complaint about the delay in a prescription getting to the Capel pharmacy and the delay in products being ordered.

The email address on the comment cards is incorrect. This needs to be changed.

**Action JI**

AR mentioned that the PPG minutes from May were on the website but not those from July.

**Action PK/JI**

1. **Date of Next Meeting**

Monday 5th December