**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 5th December 2022**

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

1. **Apologies**

Jack Ingram (JI), Kirsty Nicholls (KN)

AR said that Healthwatch are unable to attend future meetings.

1. **Minutes of last Meeting**

An email has been set up for the PPG. MH asked PK to thank JI for setting this up.

It is now in operation and several emails have been received and responded to.

PK has put information onto the website about Extended Hours. However, all present agreed that it would be useful to use social media to spread the word about this. JC said it would be good to use local area Facebook pages. **Action JI**

PK had a meeting with Elizabeth Storey from Healthwatch and had some information from some patient surveys. There were a lot of positive comments about the practice and a lot of patients thought that the practice was not that bad compared to other practices. It was agreed by everyone present that it would be really useful to put some of these positive messages on the practice website.

The main complaints were about access to the practice via the telephone. PK said that two new receptionists had been employed in the last two weeks and that there were four receptionists at East Bergholt and two in Capel.

PK said that the longest waits were normally in the mornings but JC and AR said they had both experienced long waits in the afternoons. It was felt that this may be because of the message on the answerphone saying to ring back for results after 2pm. The practice agreed to look into this to see if it was possible to change this at all.

**Action PK**

E- consult was discussed and PK said there was a possibility of using a different system called Accurx that may be more user friendly. The Needham Market surgery have used this and their feedback has been positive.

Dr P emphasized the fact that the E-Consult service had a 48-hour turnaround service and therefore adds flexibility to the practice compared to a normal phone appointment which has to be the same day.

LM asked if there were any YouTube videos on how to use the E-consult service as she had experienced problems with it.

Vaccination Programme

PK said that 94% of the over 65s at the practice had been vaccinated but that half of these were done at pharmacies and therefore the practice was losing revenue. He said that pharmacies got deliveries of the vaccines before the practice giving them an advantage. JC also pointed out that when she received a message to get the vaccination the practice did not come up as a place where she could get it. The practice will look into these points for next year. **Action PK**

Comment Boxes

It was confirmed that the old notices up in the surgery that someone complained about in the comment boxes have now all been removed.

PK said that all the minutes from the PPG recent meetings are now on the website. He thought that there may be some missing previous years. The PPG agreed to look at this.

**Action AR**

1. **NAPP**

NC drew the practice’s attention to a website that is about doctors’ websites and what should be included on them. She thought this would be interesting for JI to look at, especially Appendix 1.

<http://www.england.nhs.uk/publication/creating-a-highly-usable-and-accessible-gp-webiste-for-patients>

PK said that the current website was from a template but could be tweaked. He also confirmed that the website was checked from time to time by the CCG.

1. **Practice Update**

There are two new receptionists, and a new nurse practitioner who will be working four days per week. There is also a new practice nurse who will be working full time. A Care Co-ordinator has been recruited working behind the scenes checking that patients with long term conditions such as diabetes or asthma are being properly monitored. She will also attend Primary Care Network meetings. From January onwards there will be a new pharmacist.

The Community Nurses have been given notice at the practice due to the shortage of space. They can still rent a room from time to time if they need to.

1. **Follow up appointments**

PK advised that when a phone appointment was being arranged it was possible to ask the receptionist to get the doctor to ring at a more specific time rather than ‘after one’ for example.

Dr P said he always tried patients three times when calling them.

1. **Virtual Network of Patients**

JC explained the idea of a virtual network of patients or reference group in order to get feedback from a wider demographic of patients. She felt that the PPG was generally made up of retired, educated people and that other groups weren’t well represented. It was felt that a virtual group would give easier access to other people.

JC said there would be questions about GDPR and confidentiality to answer but wanted to know if the practice agreed in principle with the idea and if there would be any funding available to help set this up.

It was agreed that more research was needed to advance this project and that other groups should be contacted for help and advice.

**Action JC/MH**

1. **Plants for the Building**

JI put this forward as an idea so an email needs to be sent to him about this. LN agreed to help LM with this.

**Action LM/LN**

1. **First Aid Training**

LM said that St John’s Ambulance can run a first aid course for patients. It was agreed that a date would be set for this at the next meeting.

It was agreed that the course should include information about where the defibrillators are in the village and local area.

**Action LM/AR**

1. **Sign-off for ‘Purpose of a PPG’ document**

A copy of this is to be sent out to everyone with the minutes with the aim of getting it signed off at the next meeting**.**

**Action AR**

1. **Comment Boxes**

There was a comment at East Bergholt which was a request to change the music on the answerphone. PK said it had been changed three weeks ago. There was also a positive comment about the help that had been given to a lady who had collapsed.

It was agreed that a date should be added to the comment forms.

1. **AOB**

Dr P asked whether the whole complaints policy should be on the website or just the procedure to follow to make a complaint.

He also confirmed that a lot of progress had been made on following up complaints in the last two months. JI has been responsible for this.

Dr P is looking at what the PCN can do to help with GP Plus. At the moment there are doctors’ appointments on Saturday mornings but it is hoped that there will soon be nurses appointments as well.

1. Date of next meeting

6th February 2023.