**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 25th September 2023**

Present: Andrew Ravasio (AR) Chair, Lyn Matthews (LM), Nancy Cohn (NC), Jan Cheng (JC), Liz Nalet (LN), Pete Keeble (PK), Jack Ingram (JI), Dr Tettah

1. **Apologies**

Mike Huard, Kirsty Nicholls

1. **Minutes of last Meeting**

Patient Feedback Surveys

JI reported good feedback had been received from patients for the Practice nurses, registrars, and the new trainees. He said this feedback was shared with everyone in the Practice.

The feedback included the phones are better and there are more appointments available now because of the registrars and trainees.

PK mentioned a survey has to be done in the PCN every three months. Patients who have had appointments recently are targeted in this survey. Invites to take part will go out in the next week and the results should be available for the next PPG meeting in November.

1. **NAPP**

NC said there was nothing to report this month.

1. **Covid and Flu Vaccinations**

Various members of the PPG will assist in making phone calls to invite patients to have the vaccinations. These are for patients who don’t have mobile phones. Members of the PPG will also act as stewards on the vaccination days.

1. **Practice Updates**

The new arrival system will be installed this week. The new rooms upstairs are now ready and there is also a staff room. See below for more details on the Practice.

1. **CCMP Strategy for the increasing local population**

PK confirmed that the Practice had more resources than they have ever had before:

There are four practice nurses, one community nurse, two healthcare assistants and one nurse associate.

There are four partners, seven GP trainees, some of whom are in the final year of training and two nurse practitioners who can prescribe. There are also two Cambridge students at the Practice for periods of six weeks who are seeing patients.

Four new clinical rooms have been kitted out.

PK feels there is the capacity to take more patients. The more patients that register, the more the Practice gets paid which it can invest back into the Practice.

PK said the leaflet for new patients needs to be updated. At the moment the website is the only place where there is information for new patients.

It was suggested the website included a link for new patients on its introductory page. **Action JI**

NC suggested a PPG member help with drawing up a leaflet for new patients and volunteered to assist.

**Action NC/JI**

NHS England have confirmed there will be no new capacity at Capel so new patients will have to go to East Bergholt. However, if they can’t get to East Bergholt they need to tell the receptionist who will arrange for them to be seen at Capel.

There is also the GP Plus system which means patients can be seen face to face in the evenings or weekends.

1. **Virtual PPG Update**

There was a general discussion and it was concluded we really need more PPG members before we can make any real progress with this.

PK has had some interest from patients in the PPG so it was suggested that perhaps a Teams meeting be set up where people could see what is involved in being a member.

JC thought it would be a good idea to have a virtual PPG meeting perhaps twice a year where everyone could be invited. This would be dependent on more members being recruited.

NC suggested we display posters to try and recruit new members.

1. **Emergency First Aid Course**

The number of people who have signed up needs to be confirmed.

**Action NC**

More posters are needed. The Practice will photocopy and laminate some more and leave them at reception for collection. **Action JI**

LM said she would need some help on the evening. (26th October)

1. **Comments Boxes**

Someone left a comment saying they had to wait on the phone for thirty minutes on two separate occasions.

Another patient said the size of parking spaces was too small. Everyone in the meeting felt this was not the case at all. AR will respond to the complainant.

PK pointed out that the number of spaces affected the rent paid.

**Action AR**

**10. AOB**

None.

**11.** **Date of Next Meeting**

Monday 20th November