**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 20th November 2023**

Present: Andrew Ravasio (AR) Chair, Nancy Cohn (NC), Jan Cheng (JC), Kirsty Nicholls (KN), Liz Nalet (LN), Pete Keeble (PK), Jack Ingram (JI), Dr Jude

1. **Apologies**

Mike Huard

1. **Minutes of last Meeting**

JI reported that the PCN survey results were not as good for the last three months. The main issue was the phones.

On this point PK reported that the Practice had received funding from the NHS for a new phone system which will be cloud based. One of the biggest benefits will be the call back feature which means patients won’t have to wait on the phone whilst in the queue but will receive a call-back without losing their place in the queue. Recognising the caller number, the system will be able to pull up the patient’s records which will save time for the Practice.

The contract needs to be signed by December 15th and will then be put in place.

JI explained that currently six people were answering the phones in the morning, and six in the afternoon but one of these people also had to deal with reception at the same time.

PK said that the Healthwatch survey was much more positive. This was carried out in person which is thought contributes to the positive outcome.

It was agreed that Healthwatch would be contacted to establish what purpose they use their surveys for and whether we can have access to the results as this would prove most beneficial. **Action AR**

JI also said that there were some positive Google reviews. It was agreed that the positive comments should be circulated. **Action JI**

PK reported on another new initiative for new patient registration. It is auto registration software which will help save time at the practice.

It was decided that it would be a good idea if some information about joining the PPG could be included in this new software. It was agreed that some wording would be drawn up and forwarded to the PPG before including it on the software.

**Action PK/JI**

The question was asked about whether paper registration forms will still be used where necessary. This is to be checked. JI also said he wanted to have a tablet at both sites for this initiative.

**Action JI**

A leaflet for new patients is to be drawn up.

**Action JI**

AR has responded to the patient who left a comment last month about the parking at the Practice.

NC mentioned the problems with the signage at the Practice and JI said he was working on this for the Practice to be make it much clearer where patients had to go.

1. **NAPP**

NC said there was nothing to report this month.

1. **Practice Updates**

PK reported on the new phone system and the new patient auto registration system (see above).

Funding is available for a new website which will be looked at in the New Year.

**Action PK**

PK reported that Ali Pike who is a Practice nurse is leaving. They are currently recruiting for her replacement.

There are also seven trainees and the Cambridge students will be back in January.

NC said she had felt awkward talking to patients recently about the covid clinics. There were only a couple of set days when the Practice could offer the vaccinations but the pharmacy was able to do them at any time. Dr Jude said the Practice had to improve on this next year.

The way the text messaging works for vaccinations was also discussed. It is only possible to book with a pharmacy from the link in these messages.

JI said that he sent out texts to the Practice patients one week before NHS England sent their messages out.

JC mentioned how she had been asked if she felt safe at home in a recent appointment. It was agreed by everyone that it was a really good idea to ask patients this question at appointments.

1. **Emergency First Aid Feedback**

JC thought the people who attended appreciated it but did say that several Healthwatch staff attended who corrected the people who were presenting the session.

JC also wondered if it was worth the effort in setting up something like this.

A brief discussion was had about what other subjects might be worth looking at such as mental health or anaphylaxis.

1. **Comments Boxes**

Someone left a comment saying they were unable to access the sign-in system from their accessibility scooter. JI said the screen had been installed at the prescribed height. It was agreed that he would ring the person who made the comment.

**Action JI**

**7. AOB**

KN mentioned she had recently dealt with Dr Osbourne and he had been really good and asked for JI to pass this message on.

JI is selling raffle tickets for EACH and asked if PPG members could help.

8**.** **Date of Next Meeting**

Monday 15th January