**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 5th August**

Andrew Ravasio (Chair), Nancy Cohn, Mike Huard, Kirsty Nicholls, Liz Nalet Jack Ingram (CCMP)

1. **Apologies:**  Jan Cheng, Melanie Hodkins

1. **Minutes from last meeting**.

5a It was confirmed MH’s photo had now been received. The photo of Lyn Matthews is to be removed and replaced with the one of MH and then the sheet is to be emailed to JI. **Action KN**

5b AR sent information to Dr Parekh for the parish magazines. (Terms of Reference and the Purpose of the PPG). Now that Dr Parekh has left JI will pick this up. There is a post on the FB page about the PPG which can be shared to local FB pages .

 **Action JI**

Batch Prescriptions

 JI reported there is a problem with the internet which means there was a delay in pharmacies receiving data relating to batch prescriptions. This seems to affect Capel more than East Bergholt.

 JI said the receptionists were aware of potential problems with batch prescriptions. Vicki, the practice pharmacy technician, has been looking into cases where they have gone wrong.

 AR reported his own case whereby he was requested to attend a check-up meeting before his batch prescription could be renewed but the check-up wasn’t scheduled until September by which time he would have run out of medication.

7 An email was sent out to everyone about the Compassionate Companion scheme.

1. **Practice Updates**

JI reported that Dr Parekh had left the practice, and although six months’ notice was normal, he had left within one month. AR expressed the dismay of the PPG at not being told this before the news was made public. JI apologised.

Dr Obizoba is joining the Practice as a salaried GP. He is a registrar at the Practice at the moment. He will be starting in this position the first week in September.

Primary Care paramedics are currently being interviewed. This role can work at the same level as a nurse practitioner. They can usually see 30 patients per day – some face to face, some telephone. They can also do home visits.

Two new trainees are starting as GP registrars and two others are leaving.

AR said it would be good to have a list of the staff at the Practice as only some of them are shown on the website. JI commented that the registrars may need to be put into a different section as they are only ‘attached’ to the Practice not employed by them.

 **Action JI**

Sarah Naylor will be off sick for a few months but JI reported plans to deal with this including a locum nurse and the possibility of Sandra Allen who used to work at the Practice helping out.

JI said the Practice would like the PPG to help with the Covid and Flu injections. He will email dates when help is required. **Action JI**

A letter is to be sent to Dr Parekh from the PPG. **Action AR**

JI reported, to date, 200 new people had registered with the Practice from the new housing developments.

1. **Potential Patient Survey**

NC and JC had a meeting with the Practice to discuss this. Kirsty, was the only member of staff available to attend. She said she would look into the various points discussed but did not come back to either JC or NC with any further information.

Charlotte, who was going to help with this has left the Practice.

JI discussed the National Survey with the partners and it was decided it would be good to go into more detail on some of the questions. It was agreed that JC and NC could look at this with Healthwatch. The Practice would like Healthwatch to concentrate on the questions where the Practice didn’t score well on the National Survey. A price is still required from Healthwatch for this work.

 **Action NC/JC**

**National GP Patient Survey**

JI reported back on the results from the National GP Patient Survey. In some areas the Practice has done well. For example, 91% of patients trusted the health professional they spoke to. The reception team also scored highly. However, only 49% of people thought it was easy to contact the Practice by phone. JI was disappointed with this considering the new phone system that has been put in.

A discussion was held about the phone system and NC suggested the message could say ‘you must’ listen to all the options before making a choice.

1. **Practice Facebook**

JC thought the Facebook page was good.

JI said that a social media company put some general information on it and JI put Practice specific information.

 **7. Comments Boxes**

There was a comment complaining about someone working in Villapharm speaking too loudly. They thought this could be a confidentiality issue.

 **8.** **AOB**

NC sent some comments about the website as agreed at the last meeting. JI said that Sarah Austin was responsible for the website and perhaps it would be helpful for NC to talk to her.

 **Action NC**

It was suggested that it would be useful to have some self-referral forms on the website and that there should be a section for forms on the site.

It was also noted that the PPG email address is not on the site.

NC said that there had been some changes to the website that perhaps Charlotte had done before she left. There seemed to be a confusing message about the PPG being restructured. JI to look at this. **Action JI**

JI reported that there was to be no industrial action at the Practice.

**9. Date of next meeting**

 Monday September 30th.