**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 13th May**

Andrew Ravasio (Chair), Nancy Cohn, Jan Cheng, Malanie Hodkins, Mike Huard, Jack Ingram (CCMP) Dr Parekh (CCMP)

1. **Apologies**:

1. **Minutes from last meeting**.

2b JI confirmed that he has changed the wording in the new patient registration forms to make it clearer what the PPG actually is. However, of the 14 people on the list who showed an interest in joining the PPG no one has responded to AR’s email.

2d NC is still waiting to hear form the surgery about updating the new patient welcome pack. JI says that a lot of this is covered in the online registration and the Practice doesn’t really have time at the moment to deal with it.

5a As the response to the potential new recruits to the PPG has been so poor it was agreed that a poster is required in the waiting room. MH to send her photo to KN who can amend the poster and send it to JI. **Action JI/KN**

5b It is still agreed that it would be a good idea to put something in all the local parish magazines about the PPG. Dr Parekh suggested that we could also put something on the Facebook page and asked AR to send him the Terms of Reference and the Purpose of the PPG documents.

AR asked JI to run the report again to check whether anyone else had shown any interest in joining the PPG since they had last looked six weeks ago.

AR expressed his concern about how actions from meetings were communicated between JI and RW. JI assured him that they had regular meetings and he did not see this as a problem.

It was agreed, that if something was put on the Practice FB page everyone else could share it with their local area FB pages. **Action JI**

Batch Prescriptions

This is still an ongoing issue from the last meeting. There appears to be a problem with the procedure that RW is looking into. Dr Parekh said there seemed to be a delay in the system when a prescription was sent to a pharmacy. **Action RW**

Dr Parekh also said that pharmacists and pharmacy technicians can do batch prescriptions and he suggested that Vicki, the Practice pharmacy technician could look into specific cases where the batch prescriptions have gone wrong.

1. **Practice Updates**

The new phone system is up and running and the Practice have received excellent feedback. There have been a few teething problems with outgoing calls but inbound calls seem to be working well. There is a list of options that have to be listened to before a caller can choose which one they need. This is to avoid are calls going directly to the wrong place.

Madsion, who worked on reception has now been promoted to a Healcthcare Assistant and is going to start doing blood tests on Friday mornings. JI mentioned how good it was to see internal promotions and the development of staff.

1. **Home Visit Protocol**

A discussion was held about home visits by GPS. Dr Parekh explained that home visits are usually carried out by registrars and GPS after a request from a patient.

There is an on call doctor available every day who can make home visits. The on call doctor will make a judgement about whether he/she needs to go out and in what timeframe. They may decide to wait until the end of the day’s clinic to go. Reception staff will always message the on call doctor if they get a request from a patient for a home visit. Dr Parekh made it clear that the Practice were unable to fast track an ambulance.

1. **Healthwatch Patient Survey**

JI reported that the Practice do not want to pay Healthwatch for a survey.

He has spoken to other practices and had examples of some questions that they had asked in surveys. There were three sections: nursing, clinicians and reception. He said that they were trying to recruit a Care Co Ordinator who could collate details received from a survey.

AR expressed his disappointment that the Practice don’t want to go ahead with Healthwatch.

**6. Comments Boxes**

KN normally checks these but she was not at the meeting.

**7.** **AOB**

JI said that Villapharm were doing Covid jabs and that they had been really busy with this and were also having operational issues. He had taken this up with the pharmacy manager.

NC mentioned the website and that she would send comments to JI as discussed in previous meetings.

Dr Parekh mentioned an initiative called Compassionate Companion which he thought the PPG may be interested in. It was agreed an email would be sent to the PPG with all the details. **Action JI**

**9. Date of next meeting**

Monday July 1st