**Constable Country Medical Practice**

**Patient Participation Group**

**Minutes of Meeting held on Monday 11th March 2024**

Andrew Ravasio (Chair), Nancy Cohn, Jan Cheng, Pete Keeble, Jack Ingram (CCMP) Dr Victoria (CCMP), Rachael Wilson (RW)

1. **Apologies**:

 Kirsty Nicholls, Mike Huard, Melanie Hodgkins. A warm welcome was extended to Rachael

1. **Minutes from last meeting**.

2b JI confirmed he has changed the wording in the new patient registration forms to make it clearer what the PPG actually is. He brought a list of 14 people who have expressed an interest in joining the PPG. A list of names will be drawn up for AR. **Action JI**

 2d NC is still waiting to hear form the surgery about updating the new patient welcome pack.

 2e The signage at the surgery is now complete.

 2g Work on the website in conjunction with the PCN has continued and the website has been updated as far as possible. PK used the term refurbished. Charlotte, the Care Co Ordinator is also able to update the website.

 4a Jamie is no longer at the Practice and has been replaced by an existing member of staff.

 5a A poster for advertising PPG vacancies hasn’t been put up in the waiting room as there has been such a good response from new patients.

 5b It is still agreed it would be a good idea to put something in all the local parish magazines about the PPG. JI will draft something. **Action JI**

1. **NAPP**

NC said there was nothing to report this month.

1. **Practice Updates**

PK is retiring on March 26th. His replacement RW, has started, and is working closely with Pete during the handover period. AR thanked PK for all his work since he had worked at the Practice.

Caroline Fisk is also retiring after 24 years at the Practice.

The new telephone system is going live next week and will be much more efficient. It was thought it would be a good idea to put something on the website about this just to alert patients to the difference and the fact that a caller can save their place in the queue and the Practice will ring them back.

There are currently 10,600 patients at the Practice and this is going up by about 100 per year at present. However, this will increase when the new houses in East Bergholt are finished. PK pointed out more patients means more funding.

The new signage is all in place and it was agreed it looks very good. JI also reported the call system in the waiting room directs a patient upstairs, when relevant.

1. **Batch Prescriptions**

JC and AR reported problems with batch prescriptions. There seems to be confusion over how the system works and who is authorised to sign them off. JI and Rachel to look at the process and report back exactly how it works. **Action JI/RW**

1. **Healthwatch Patient Survey**

AR has spoken to Healthwatch who are prepared to do a comprehensive survey on behalf of the Practice which will include design, implementation, analysis and reporting. It was agreed a small group should be formed to ascertain what exactly the survey should be looking at so Healthwatch can work out the cost.

JI thought it would be helpful to have a frontline member of staff included in this group as well as members of the management team. NC and JI offered to be a part of the group and the Practice will decide from their side who will be involved. **Action JI/RW**

 **7. Comments Boxes**

Now Lynn has left the PPG we need to check whether KN is dealing with the comments boxes at East Bergholt as well as Capel.

 **8.** **AOB**

JC asked about the new PA (Physician Associates) roles. PK said there were no plans to engage any at the Practice.

The two complaints recently received are being dealt with.

The e-consult system does not work in the evenings or at weekends.

**9. Date of next meeting**

 Monday May 13th