

**Combs Ford Surgery Patient Participation Group
Minutes of Meeting on 23rd July 2019**

1. Present

Dr. Jackie Muir

Anna James, Trevor McLeese, Sandra Palmer, Colin Reeder, Debbie Reeder
Christine Steward, Ron Whymark, Ian Clark (Reporting)

2. Apologies

Apologies had been received from Dianne Simpkin.

3. Minutes of the Previous Meeting (23rd April 2019)

The Minutes were agreed as an accurate record and signed.

4. Matters Arising

4.1. PEACE Plan. Dr. Muir shared a letter she had received from Lisa Nobes, CCG Board Member, expressing her appreciation for the input from patient groups. The work to develop the PEACE Plan document regarding end of life care was ongoing. Particular care was being taken over the use of language in the document.

4.2. Debbie Lamb had been appointed as Practice Manager. She was an experienced health care manager and was well known to the Practice before her appointment.

4.3. The problem with youths assembling in the car park appeared to have resolved itself. It was believed that the ring-leader had been 'moved on'.

4.4. There were still problems with the availability of some medications. However, these were not necessarily due to Brexit stockpiling. In some cases it could be due to manufacturers trying to maximise the return on their investment while they still held the patent. Problems could also arise when patents expired and drugs became commodity items. When a cheaper version of a drug became available, supply could be a problem if everybody tried to move to it at the same time.

5. Staff Car Park

Car parking spaces were at a premium and some staff were already parking in the public car park to avoid blocking spaces all day. The top area of the car park was reserved for staff who were on visits or on call and needed to come and go during the day. Some of the senior staff were also using this area to park as they regularly worked late and would otherwise risk being locked in the public car park. This system generally worked well, but there had been a recent altercation when a woman had used the space allocated for the visiting doctor and had been blocked in on his return.

Maintaining a separate area for some staff was clearly necessary, and the PPG indicated that they would support measures to enforce any restrictions. Including for example CCTV.

6. Appointments Timetable

It was noted that there were currently no forward appointments available on the online booking system. Dr Muir explained that this was due to the summer holidays, which meant an extended period with fewer doctors. When this happened it was necessary to allocate all available staff to cover emergencies and short term demand.

7. All PPG Patient Conference, 30th July 2019

There was nobody available from the PPG to attend this meeting. It was agreed that these meetings were useful, but when they were held during working hours it restricted those who could attend. It was suggested that the meetings should on occasion be scheduled for evenings or weekends. This suggestion would be passed on to the organisers.

8. Building for Better Care – 7th August 2019

Debbie Reeder had booked for the session in Needham Market on 7th August 2019.

9. Other Business

9.1. Abusive Patients

Although most patients were very civilised, there would always be some who were abusive. A recent example had been observed by a member of the PPG. The patient involved was abusive to the Receptionist/Care Navigator, causing distress for her and for other patients in the waiting room. The PPG expressed their support for front desk staff, who were often put under extreme pressure. Staff were trained and supported to deal with these situations, and in some cases it was a symptom of a patient's medical condition. Nonetheless, abuse towards staff was unacceptable, and the PPG would always support robust measures to deal with such behaviour.

Date of Next Meeting: Tuesday 22nd October 2019

Signed.....Position.....Date.....