

NOTES FROM PATIENT GROUP MEETING HELD ON 13th MAY 2019

PRESENT

Tracey Rowles - Chair

Gwen Wright	Dr Andrew Lennard-Jones	Diana Howell
Jenny Stevens	Susan Hamilton	Note taker: Vicki Long
John Stevens	David Hamilton	
Roger Miles	Christine Manning	
Angela Jervis	Linda Clifton	
Joy Bell	Sonja Graham	
Steve Garratt	Jenny Rose	
Ann Roughan	Jenny Mackay	

1. APOLOGIES: Judith Lavender, Carole Baldwin, Jennifer Levy-Halford, Monica Addison, Helen Mockford, Barbara and Ron May, Bob Ferris, Alan Licence, Jennifer Guthrie-Stevens and Roger Buston.

2. MINUTES AND MATTERS ARISING: There had been no decision made on the roles for the PPG Chair's. Unfortunately Ann Read was diagnosed with breast cancer and has been off work since January having treatment, she will hopefully return later in the year. TR will ask other Practice Managers how their PPG's work and get back to the GP Partners to decide how we move forward.

3. SURGERY UPDATE: Sadly we had to say goodbye to Dr Jones and Dr Pickering they both retired in April. Dr Binns and Dr Thomas are both taking a sabbatical over the summer; we look forward to seeing them back with us in September when we will also welcome Dr Claire Cooper back from maternity leave. Dr Rizvi and Dr Kuma have become partners. Dr Ozair will be joining us at Creffield in June as a GP Partner. Dr Al-Dahhan will become a salaried GP in June and his wife Dr Ahmed has just joined us and will be doing 3 sessions a week.

We have sadly said goodbye and good luck to Laura, Lucy and Paul from the reception and have welcomed 2 new apprentices Cerys and Naz to the team.

You may have seen on the news recently that we have strengthened our triage team, we now have 4 paramedics, Ricardo, Karen, Mark and Sophie who work alongside our advanced nurse practitioners(ANP) consisting of the nurse manager Patricia Barnes supported by Amanda, Bernadette and Jackie (who are based at West Bergholt and Nayland) and our newest member Carrie. Our ANP's have minor illness clinics running through the day to deal with acute problems. There are now 3 Clinical Pharmacists working at the practice Rosul, Emma and Luma they can help patients with medication problems or reviews, especially if you have recently been discharged from hospital. This frees up doctor appointments that are needed for patients with long term conditions or complex problems. The Doctors are all working in teams, reception staff should always try and book you with a Doctor (when necessary) in your team for continuity of care. We do release a limited number of pre bookable appointments Tuesday to Friday, however due to patient demand following a weekend or bank holiday we keep to same day appointments.

4. WEST BERGHOLT & NAYLAND SURGERIES: We would like to set up a PPG at both sites Chris Manning, Roger Miles and Alan Licence had offered to set up a meet and greet at the surgeries to get patient feedback, this hadn't happened due to illness but they hope to arrange this in the future.

5. DEMENTIA CAFES/COFFEE MORNINGS: Coffee Mornings will be held on the last Thursday of the month. Dementia Cafes will be held on the last Friday of the month. These are going really well with a good uptake, but we do need volunteers to help serve teas and coffees.

6. NORTH COLCHESTER HEALTH CARE CENTRE: Here at the surgery as you all know we have grown over the past 2 years with the joining of Layer road and North Hill surgeries. We are looking to join with the North Colchester Health Care Centre GP surgery on 1st October 2019 which will bring our patient population to 38,000 enabling us to become a standalone primary care network (PCN). This will enabled us to leave ColTe. We are hoping this will be good news for our patients going forward in this fast evolving NHS.

7. ANY OTHER BUSINESS: We are in the process of updating our website to include West Bergholt and Nayland sites. The Extended Access System is available for appointments up to 8 o'clock in the evening and weekends for pre-booked appointments. Flu day will be in September this year, TR will e mail the PPG members once the date is confirmed.

9. DATE OF NEXT MEETING: Monday 9th September 2019 at 2pm.