

## NOTES FROM PATIENT GROUP MEETING HELD ON 21<sup>st</sup> JANUARY 2019

### PRESENT

Ann Read - Chair

Gwen Wright	Dr du Preez	Ann Roughan
Jenny Stevens	Tracey Rowles	Clive Needle
Roger Miles	Judith Lavender	Peter Emeny
Alan Licence	Christine Manning	Angela Jervis
Angela Jervis	Linda Clifton	Susan Hamilton
Joy Bell	Sonja Graham	Margaret Jones
Steve Garratt	David Ruxton	
Jenny Guthrie-Stevens	Ronald and Barbara May	

**1. APOLOGIES:** Jenny Rose, Carole Baldwin, Jennifer Levy-Halford, Monica Addison, Helen Mockford, John Stevens, Eileen Ruxton and Diana Howell

**2. MINUTES AND MATTERS ARISING:** After some introductions Ann R wished to thank those involved with the Christmas Party as she had received lots of very positive feedback.

**3. SURGERY UPDATE:** From 1<sup>st</sup> December 2018 we are now Creffield Medical Group and with the closure of North Hill Surgery at the end of December letters were sent out to 30,000 plus patients. The letters had caused some distress to patients but this was not the intent. This was done with the best interest of the patients and by asking them to go to either West Bergholt or Nayland surgery it would ease the congestion at Creffield Medical Centre (CMC). At CMC we are now full to capacity, the clinical rooms are full on most days, if patients wish to remain with us we may have to look for extra premises or extend the West Bergholt site for administration staff. Care Network maybe able to help with transport for patients travelling to West Bergholt and Nayland. Patients who had travelled to the other sites had had positive experiences. The new phone system was installed in December, all agreed that this was a lot better but we still do not have enough staff to answer the calls. Interviews for reception staff in December resulted in the 4 interviewees not turning up! More interviews to take place before the end of January. The Duty Team may need to change as the Advanced Nurse Practitioners are currently seeing 75% of the patients they are calling back from the duty list, by giving them a clinic on the day this should avoid the duplication of work. There is no chance of holding walk in clinics until lunch time but this is a possibility being discussed by the GP Partners. There are now two paramedics working at CMC, one for home visits, one for triage, two clinical pharmacists to help patients with medication problems and five teams with PA's assisting the Doctors with their paperwork allowing them to see more patients. There are a limited number of appointments to book on-line, this is because many are booked inappropriately. AR asked the group to help us by trying a new appointment request system, through the Creffield Medical Centre website, click on 'ask the Doctor a question' by doing so, the surgery will get back to you within 72 hours, offering you an appointment if necessary. There are tablets in the surgery for patients to use who may not have on-line access at home. AR explained that patients are able to see a GP at the weekend and during the evening, these are pre-booked appointments, you will not necessarily see your own GP and it may not be at CMC, there is more information on the website regarding Extended Access. AR is working on a display board explaining which staff are in each team. Dr Pickering and Dr Jones will be retiring at the end of March.

**4. WEBINARS:** The poster is embedded in the pdf file below.

**5. DEMENTIA CAFES/COFFEE MORNINGS:** A big thank you to the PPG helpers, with your help the Coffee Mornings will be held on the last Thursday of the month. Dementia Cafes will be held on the last Friday of the month.

**6. CHAIR FOR PPG:** Christine Manning, Roger Miles and Alan Licence were announced by AR as the joint Chair's for the PPG. Ann Roughan also offered to chair but withdrew her offer after Roger threatened to resign. AR will discuss with the GP Partners at their weekly meeting how they would like the PPG Chairs to work moving forward and what will be expected of them. Some suggestions by the members are: hand out surveys, set up a PPG desk in the waiting room area and recruit new members from the other sites.

**7. ANY OTHER BUSINESS:** Flu vaccines are still available, there are no clinics planned but patients can book an appointment with a nurse or HCA at any time to have this done. DR asked if we had a 24 hour ECG machine at the surgery, the answer is no, not at the moment. The question was asked if we would have more patients joining the surgery with all the new buildings, the answer is yes and we will not be closing our lists to new patients wishing to register.

**9. DATE OF NEXT MEETING:** Monday 13<sup>th</sup> May 2019 at 2pm.



Webinar Poster -  
Winter 2019.pdf