

NOTES FROM PATIENT GROUP MEETING HELD ON 9th SEPTEMBER 2019

PRESENT

Tracey Rowles - Chair

Gwen Wright	Jenny Rose	Note taker: Vicki Long
Judith Lavender	Susan Hamilton	
Alan Licence	David Hamilton	
Jennifer Guthrie-Stevens	Christine Manning	
Angela Jervis	Linda Clifton	
Joy Bell	Sonja Graham	
Steve Garratt		

1. APOLOGIES: Jennifer Levy-Halford, Carole Baldwin, Ann Roughan, Monica Addison, Helen Mockford, Margaret Jones, Diana Howell, Beau and Jenni Mackay.

2. MINUTES AND MATTERS ARISING: TR had liaised with Wivenhoe Surgery Practice Manager who shared with us how the PPG help out in Wivenhoe. I have included the document with the minutes for your perusal.

3. SURGERY UPDATE: We will sadly be saying goodbye to Dr DuPreez on the 29th October. Dr Hilton will be moving over to our Nayland site. Dr Cooper will be returning from maternity leave to join us here at Creffield. We look forward to welcoming Dr Thomas back at the end of September and Dr Binns has now returned after her sabbatical. The majority of you agreed getting through on the phones and getting an appointment has been much better. It was also mentioned in the meeting that after auditing the calls coming through, the average wait time was 2.32 minutes so that is a great achievement for us. The Doctors working in teams has been very successful for patients and staff, a list of teams is attached to the minutes, for one off appointments it is not so important but for ongoing problems or long term condition reviews it is recommended that you see a Doctor from your team. From 1st August the surgery has been offering pre-booked appointments from 6.30pm to 8pm each evening and 8am to 11am at weekends, there are appointments available with GP's, nurses and Health Care Assistants, some of the clinics may be at West Bergholt or Nayland. Alan had suggested that information for the surgery could be displayed in local pharmacies to reach patients that do not come to the surgery often or use the website.

4. WEST BERGHOLT & NAYLAND SURGERIES: Spoke about patients being offered appointments at these sites if more convenient or if we have no appointments left at Creffield that day. Rachel and Rebecca the managers at the sites are keen to get patients involved in the coffee mornings.

5. NORTH COLCHESTER HEALTH CARE CENTRE: From 1st October 2019 Dr Ozair will be based at the NCHCC along with Dr Qasim. We do not believe the NCHCC contract will affect the running of CMG.

6. FLU CLINICS: As yet no date has been put in place for a clinic. There are two different vaccines for different age groups and staggered delivery dates for all vaccines. However, we should receive our first batch of deliveries for the under 65s on Friday the 13th September. A further delivery of some but not all of the vaccinations for 65s and over will be delivered over the coming weeks.

7. CQC and PATIENT SURVEYS: During August we had our Annual Regulatory Review phone call from CQC in which the doctors and managers were involved. The inspector seemed pleased with our answers and our passion for improvements, we have not heard yet if we will get a visit from CQC soon or if it will be in 2021. If this is the case our rating of 'good' will remain until this time.

A national patient survey that was carried out in January came back quite negative; this has encouraged us to carry out our own patient survey during the upcoming flu clinics. We strongly believe that the service provided to our patients is in a much better place now compared to nine months ago.

8. ANY OTHER BUSINESS: Help is needed for our coffee mornings and dementia café on the 26th and 27th of September so please let us know if you're available to help.

Volunteers to help at flu clinics handing out surveys are also needed. Judith volunteered to help Tracey to compile the survey.

The Christmas party will be held at West Bergholt hall, Rachel Beales to confirm the date. We feel it's important to get the patients from the West Bergholt and Nayland sites more involved in the PPG and or the events arranged throughout the year.

The coach trip was a success, another will be arranged.

Jennifer Guthrie-Stevens would like to share with you details of a dementia arts course, the information is in the document below.

9. DATE OF NEXT MEETING: Monday 13th January 2020 at 2pm.



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Welcome to the
Wivenhoe Medical Ce