

Meeting

Patient Group Meeting 2pm

Friday 4th March 2022

PRESENT: Tracey Rowles – chair

Note taker; Tracey Rowles	
Linda Clifton	
Judith Lavender	Roger Buston
Steve Garratt	Chris Manning

This Meeting was held via Microsoft Teams – I am more than happy to help any of you that would like to join the next meeting in April 2022.

- 1. Apologies:** - Ann Roughan, Margaret Jones, Barbara and Ron May, Helen Mockford, Sarah Orr, Monica Addison, Joy Bell and Jenni Mackay. Roger Miles and Colin Ling tried to attend the meeting but were not able to join. I apologise for the late start and a few technical problems my end, but we managed to get started eventually.
- 2. Minutes & Matters arising:** - Minutes from previous meeting were agreed. There was some very sad news received on 1st March, one of our founder and very active PPG Members had sadly passed away. Angela Jervis died in Colchester General Hospital on Tuesday after having a stroke the previous Wednesday. I received an e mail from her son who said ‘Mum loved helping with Creffield Medical Centre and spoke very fondly of all the people she met at the surgery.’ I cannot say how grateful I am for all of Angela’s help over the years, she will be sadly missed and condolences to her husband Ron and family. NHS visitor Ed Garratt came to the surgery on Tuesday 1st March a week later than originally scheduled, he was very impressed with the building, exercise class and the general day to day running of a busy GP Practice. Dr Chowhan will resume minor operations clinics from April 2022. The GP Partners are not able to recommend surgeons for Secondary Care Private or NHS. BM had attended the PPG Liaison Focus Group meeting; she is looking for a volunteer to attend with her as each practice can have 2 representatives. Chris Manning kindly volunteered to attend future meetings with BM.
- 3. Surgery Update:** - Dr Tanmoyee Chowdhury will join us in April as a Salaried GP working at West Bergholt Surgery. We are very pleased to have recruited two new GP’s during this very difficult time and with the current shortage of GP’s. Dr Hochstein is taking a three month break from April to July; his sessions will be covered by a locum. Cearos Rahman is employed by us and started work last month, he is a clinical pharmacist at Cavalry Road Pharmacy, who has access to our clinical system, he is able to prescribe, he can help with medication reviews and Long Term Condition Reviews for patients that have had blood tests and other observations done by the Health Care Assistants, freeing up more GP appointments. The cameras were installed in the car park on 13th December, patients have to input their registration number at reception when visiting the surgery; this has stopped people using our car park that are not using the surgery and made it much easier for patients to park. I have had to contact CPM as numerous patients sending appeal letters have had these rejected. They have apologised and moving forward I hope this will stop, it’s caused the surgery more unnecessary work and is not the type of publicity we want to be receiving for something that was put in place to help the patients. The surgery continues to be affected by Covid – with large numbers of staff having the

virus, thankfully most have got over it very quickly. Tollgate Surgery will be leaving our PCN (Primary Care Network) at the end of the month; they will join Abbeyfield's PCN.

4. **COVID & Flu Vaccines:** - Creffield Medical Centre continues to hold Covid Vaccine clinics on Saturday's, although the numbers attending have reduced significantly. We are currently waiting for the guidance for over 75's having a booster and healthy children aged 5 to 11 years having a first vaccine, the last information we had suggested these cohorts will start in April. Flu Vaccines are still available for those eligible until the end of March.
5. **West Bergholt and Nayland Surgery Update:** - The building work and refurbishment at WB Surgery is going well. The internal walls are up, the roof trusses are in, the extra room has been added, the builders have struggled to obtain some building materials, as usual with building work it is taking longer than originally planned, we are hoping for an opening date in April. From 1st April Creffield Medical Centre will be the telephony hub for all three sites. All calls will be coming to Creffield; no calls will be redirected so patients will have to call the Creffield main number to speak to a receptionist. We are recruiting additional staff to make sure we have the capacity to answer these calls. This is to provide continuity and consistency and to ensure a fair approach to all patients. The receptionists at the hub will have access to appointments with phlebotomists, HCA's, Nurses, ANP's, Paramedics, Clinical Pharmacists, Physiotherapists and Doctors across all of the sites. This information needs to be communicated to patients at WB and Nayland, suggestions for this; - update the website and Face Book pages. A message on the Nayland phone to advise patients of the new hub, WB Pharmacy and Orpon Hall should have notices too. CM kindly offered to give out some A5 leaflets if we can print them. Suggestions from the PPG today are to use the new WB surgery for non-urgent appointments with pharmacist/Physio and GP's that can be booked in advance.
6. **Any Other Business:** -
 LC – Asked if GP's were aware that the Primary Care Centre walk in X-ray service is for Chest X-rays only? TR – I will remind them!
 CM – Asked if we could re-introduce Tea-Parties? This will hopefully be possible at the end of summer; we will need more volunteers to help make this successful.
7. **Date of Next Meeting:** - **Friday 22nd April 2022 at 11.30am via Teams – I hope to reintroduce face to face meetings once WB has re-opened and we have more room at Creffield.**

CMC Team One	CMC Team Two
Dr Tara Dukkipati (F)	Dr Kilian Hochstein (M)
Dr Qurat Rizvi (F)	Dr Hasan Chowhan (M)
Dr Gill Binns (F)	Dr Claire Cooper (F)
Dr Mohammad Al-Dahhan (M)	Dr Faye Kennedy (F)
Dr Rabia Waqar (locum) (F)	Dr Suline Ahmed (F)
Dr Jakia Chupi (F)	Dr Hema Datta (F)
West Bergholt Team	Nayland Team
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Chris Whitlow (F)	Dr Tracey Copeman (F)
Dr Mamatha Sarthi (F)	Dr Nicola Hilton (F)
Dr Mo Nkanor (F)	Dr Maria Lubeiro (F)
Dr Alice Parr (maternity leave) (F)	

