

Meeting

Patient Group Meeting 11.30am

Friday 10th June 2022

PRESENT: Tracey Rowles – chair

Note taker:- Tracey Rowles	
Terry Smythe	Roger Buston
Linda Clifton	Colin Ling
Judith Lavender	Brenda Scragg
Steve Garratt	Chris Manning
Barbara & Ron May	

This Meeting was held via Microsoft Teams

Apologies:- Ann Roughan, Margaret Jones, Helen Mockford, Jenni Mackay Monica Addison and John Briggs.

Minutes & Matters arising: - Minutes from previous meeting were agreed. The PPG Liaison Focus Group meeting had been cancelled with no follow up meeting arranged. No further action regarding the changes in the bus timetable.

- 1. Surgery Update:** - There had been no changes in staff apart from the recruitment of four new reception staff. This is to help with the calls which are currently over 500 per day. The incoming calls are being closely monitored and the waiting times do not exceed 30 minutes even during our busiest times. This time does not include the time it takes to get into the system if there are already 50 callers in the queue. This will be monitored, and we may need to get additional lines added to help. The calls continue to be answered quickly, so we are advising patients to wait in the queue if they need an appointment. Private work including insurance, DVLA, Colchester Council and other forms that the GP needs to complete are currently at an all-time high and we are telling patients that the current wait time is 4 weeks minimum. This work is in addition to NHS paperwork. It is still a requirement for patients and staff to wear masks whilst moving around the surgery. This is something we like to encourage to protect staff and patients.
- 2. COVID Vaccines:** - The surgery is going to have a break from the Saturday Covid Vaccine clinics during July and August. The current guidance from NHS England is that we expect to be giving Autumn booster vaccines, I will keep you informed of any further updates. Colchester Stadium continue to hold walk in vaccine clinics or appointments can be booked online or by calling 119.
- 3. West Bergholt and Nayland Surgery Update:** - The latest opening date for West Bergholt Surgery is end of June. The information will be updated on Social Media once we know an exact date. No updates for Nayland Surgery.
- 4. Dementia Café:-** The dementia café is re-starting on Friday 29th July, Maxine our care co-ordinator is sending invites to our dementia patients and their carers. If anybody would like to help, please let the surgery know.
- 5. Any Other Business:** -
BM – Discussed the problems seeing a GP she was familiar with. This should not be a problem going forward as all the new GPs are very young and will hopefully be with us for a long time, you will get to know them just as well as the GP's that have retired.

JL – Asked if there was somewhere to post letters if the surgery is closed – yes, the letterbox is in the wall on the right-hand side of the front door.

CM – Would be happy to help at WB once it is open and suggested that for a short time there should be a ‘Meet and Greet Person.’ There should be a sign asking patients not to queue for appointments but to use the phone system, this should also be advertised on social media.

CL – Suggested that we could put out a ‘Press Release’ on social media to inform patients how the appointment system works, the number of staff answering the phones and information on phone call statistics – total number of calls, time waiting and busy times.

TR – Thanked all the PPG for their continued support and useful feedback from a patient’s perspective, I look forward to seeing you face to face in August.

6. Date of Next Meeting: - Friday 19th August 2022 at 11.30am at West Bergholt Surgery. Please could we ask you to do a lateral flow test before attending the meeting, thank you.

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 Jakia Chupi (F)	Dr Suline Ahmed (F)
	Dr Hema Datta (F)
	Dr Rabia Waqar (F)
West Bergholt Team	Nayland Team
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Chris Whitlow (F)	Dr Tracey Copeman (F)
Dr Tanmoyee Chowdhury (F)	Dr Maria Lubeiro (F)
Dr Mamatha Sarthi (F)	Dr Nicola Hilton (F)
Dr Mo Nkanor (F)	
Dr Alice Parr (maternity leave) (F)	