

Meeting

Patient Group Meeting 11.30am

Friday 13th January 2023 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker:- Tracey Rowles	
Chris Manning	
Linda Clifton	Sarah Orr
Judith Lavender	Bill Frame
Brenda Scragg	Coral Jones

This Meeting was face to face.

Apologies: - Colin Ling, Ann Roughan, Steve Garratt, Helen Mockford, Barbara & Ron May, Jenni Mackay, and John Briggs.

Minutes & Matters arising: - Minutes from previous meeting were agreed. Matter arising was that the national roll out giving patients access to their medical records via the NHS App or System Online was postponed on 1st November 2022, I will update you if I get a new date.

Surgery Update: - The Paramedic Team is getting bigger; we now have 6 paramedics working at CMG. From 16th January there will be a paramedic clinic at West Bergholt Surgery with face-to-face Minor Illness appointments. Congratulations to Dr Waqar who had a baby girl in December. Dr Nkanor will be going on maternity leave from February, we have covered their clinics with extra locum sessions by Dr Ahmed, Dr Ahmad, and Dr Chowdhury. A new practice nurse will be starting with us this month to replace Claire who left in October. A full-time Long-Term Condition (LTC) person is starting in January to book and see patients for their annual review, usually in the month of their birthday. Three new part-time reception staff have been recruited to replace staff that have moved to other departments. Jon and Wendy from reception will be training them. Thank you to Colin from the PPG for putting the signs up in the surgery with the car park information, this has seen a big fall in patients being issued with tickets because they didn't register their car in the system. A big thank you to Colin (again) and Rosie for all their hard work in tidying the waiting room and breakout area at CMC.

COVID & Flu Vaccines: - Covid and Flu Vaccines are still available from the surgery, please speak to reception to book an appointment. The latest news is that a Covid Spring Booster Vaccine will be available later in the year.

West Bergholt and Nayland Surgery Update: - Rachel (Manager at WB) asked if any PPG member would be able to help Gt Horkesley and West Bergholt parish councils with their quarterly newsletter with a surgery update ? As all attendees today were from Creffield there were no volunteers, if anybody reading these notes would like to volunteer, please contact Rachel or myself. No updates from Nayland Surgery.

Dementia Café/Coffee Morning: - The Christmas party was very successful and a big thank you to everybody who helped make this event so special for our most vulnerable patients. The Dementia Cafes are proving to be very successful on the last Friday of the month. The Coffee Morning will re-start on Thursday 16th February from 12pm to 1.30pm, a member of staff from North Essex Digital Access Support Team will be attending to help people who would like to use online services and Rodel

from Cavalry Road Pharmacy will also attend to talk about medication and services that are now available from pharmacies. CM will phone patients to remind them of the coffee morning.

Any Other Business: -

CM –Kindly offered to hold ‘Lessons in IT’ on Monday 23rd January at the surgery, where she will be showing patients how to use the Creffield Medical Centre Website to contact the practice instead of phoning, please contact Chris if you would like to attend.

CM - had been sent a letter from the government with a survey asking questions on what exercise she does, it took about 10 minutes to complete and you were paid £5. TR – asked if anyone had been sent the Annual GP Survey this month – nobody had.

SO – asked if the practice had any news on a research project on AF by Oxford University – the answer was no, although we are a research practice.

BF – Asked about services for Mental Health patients – the surgery always does it’s best to support those with MH problems by getting them seen or a phone call from a GP, there are sometimes delays with letters coming from the Community Mental Health Team beyond our control that cause problems when new medication is needed.

BF – asked if there is someone at the surgery who can help with Parking Badge Forms – Yes, our GP Care Advisor (GPCA) can help, please ask reception to send her a task and she will call you to discuss, this service is for attendance allowance forms and other help patients may need.

CJ – Wanted to let everyone know that the ‘ask the practice a question’ on the Surgery Website was an excellent way of communicating with the surgery. Reply’s can take 2 working days but most questions were answered the same day.

TR – Thanked all the PPG for their continued support.

1. Date of Next Meeting: - Friday 14th April 2023 at 11.30am at Creffield Medical Centre.

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 Nicola Hilton (F)
Dr Tanmoyee Chowdhury (F)	Dr Maria Lubeiro (F)
Dr Mamatha Sarthi (F)	
Dr Mo Nkanor (F)	
Dr Alice Parr (F)	