

## Meeting

Patient Group Meeting 11.30am

Friday 14<sup>th</sup> April 2023 at Creffield Medical Centre

**PRESENT:** Tracey Rowles – chair

Note taker:- Tracey Rowles	
Chris Manning	Steve Garratt
Linda Clifton	Jenni Mackay
Judith Lavender	Bill Frame
Brenda Scragg	Robert Knights

**This Meeting was face to face.**

**Apologies:** - Coral Jones, Colin Ling, Ann Roughan, Helen Mockford, Barbara & Ron May, Jenny Stevens, Margaret Jones, Rachel Jacklin and John Briggs.

**Minutes & Matters arising:** - Minutes from previous meeting were agreed. Matter arising was that Chris had helped a number of patients to use online services, this is good for the surgery and the patients and thank you to Chris for your help. PPG members attending suggested that the surgery should add to the phone call message;- ‘There are up to 10 people answering your call, please wait in the queue,’ and ‘did you know that for non-urgent matters you can go to our surgery website at [Creffield Medical Centre](#) to ask the practice a question.’ CM told the group that their blood test results can be viewed, if you have full access to your medical record saving time phoning the surgery.

**Surgery Update:** - CMG welcomes Dr Etienne Crevel who has joined as a GP Partner giving us a total of nine partners, he will continue to work at Turner Road Surgery for now. Two new Junior Doctors have joined us Dr Cristina Balenescu registrar to Dr Kennedy and Dr Rabia Afzal registrar to Dr Chowhan. The nursing team welcomes Yuen Ho practice nurse and Sharon Carlin health care assistant. The admin team welcomes Tara Pamment long term condition administrator, Angela Owen prescription clerk and Abdul, and Maryam receptionists. Unfortunately, two reception staff resigned due to the pressures of the job, we continue to try and recruit reception staff but it is becoming exceedingly difficult. We have a new physio Ansar Basha from First Point Physio working at WB Monday & Tuesday and CMC Wednesday, Thursday, and Friday, he can see patients for all musculoskeletal problems.

**COVID Vaccines:** - The latest Covid Spring Booster Vaccine Programme has started. Patients aged over 75 and Immunosuppressed patients only are being offered the vaccine. There will be Covid Vaccine clinics at CMC on Saturday’s starting on 22<sup>nd</sup> April. There will also be clinics at WB and Nayland surgeries during the week, dates to be confirmed. Please contact us to book your vaccine, we are sending links to patients to book appointments in order of age. The surgery has completed vaccinating the care home residents and started housebound patients which continues until 4<sup>th</sup> June 2023.

**West Bergholt and Nayland Surgery Update:** - RK is a patient at WB who attended the meeting, he had concerns about the design of the screens in the waiting room, patients are unable to pass items to the staff who have to walk round, he also mentioned the confidentiality of the waiting room – TR will feed back RK’s comments to the WB team. Due to staff shortages Nayland Dispensary will be closed at 3pm on Friday’s, no other updates.

**Dementia Café/Coffee Morning:** - The Dementia Cafes are proving to be successful on the last Friday of the month. The Coffee Morning restarted in February. There was an incredibly good up-take and it was lovely to see the patients reunited after the pandemic. The next Coffee Morning is 20<sup>th</sup> April, Alan Licence will be giving a talk on the Cavalry Barracks. Please contact Chris Manning if you can help on the 3<sup>rd</sup> Thursday of the month or the last Friday of the month with these events.

**Any Other Business: -**

CM – Patients attending the coffee morning asked about a coach trip, preferably to Aldeburgh.  
 BS - Asked for the surgery protocol on patients with Urinary Tract Infection(UTI) – all patients must book a phone call with the duty team, this is to avoid patients bringing in urine samples and leaving them in reception (often with no name or symptoms accompanying the sample), providing a better service to the patient.  
 JM – Asked if there is a ‘health check’ for patients who do not have a long-term condition, TR - there are invites sent for health checks to patients 40-74 years old every 5 years, for over 75’s please contact the surgery so we can arrange your senior health check.  
 TR – Thanked all the PPG for their continued support.

**1. Date of Next Meeting: - Friday 21st July 2023 at 11.30am at Creffield Medical Centre.**

<b>CMC Team One</b>	<b>CMC Team Two</b>
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 (maternity leave) (F)
<b>West Bergholt Team</b>	<b>Nayland Team</b>
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 (maternity leave) (F)	
Dr Alice Parr (F)	