

Meeting

Patient Group Meeting 11.30am

Friday 14th October 2022 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker:- Tracey Rowles	Joy Bell
Margaret Millar	Barbara & Ron May
Linda Clifton	Jenny Rose
Judith Lavender	Brenda Scragg
Steve Garratt	Chris Manning
Helen Mockford	Sarah Orr

This Meeting was face to face.

Apologies: - Colin Ling, Ann Roughan, Margaret Jones, Jenni Mackay, Bill Frame, Roger Buston, Jenny Stevens, Monica Addison and John Briggs.

Minutes & Matters arising: - Minutes from previous meeting were agreed. This was the first face to face meeting held at Creffield Medical Centre since 2019, it was very nice to see everybody again in person and thank you to everyone for coming,

Sadly, another long-standing member of the PPG Roger Miles had passed away recently, our condolences go to his wife and family.

Surgery Update: - Amy Townrow and Rachel Marden will be leaving at the end of the month both will be working closer to home, and we wish them well. We welcome three new members of staff, two new receptionists; Aleisha and Lynda, a new Clinical Pharmacist Kayode who joins Rosul and Thea and two new paramedics will be joining us soon. Congratulations to Lia Waite who passed her apprenticeship in Customer Service with distinction in all four areas, she will be staying with us as a member of the reception team. A big well done to Kathy Bishop (Practice Nurse) who completed the London Marathon on 2nd October in the excellent time of 3 hours 50 minutes she was raising money for the Children's Liver Disease Charity. The new system of opening on a Saturday from 9am to 5pm started on 1st October, patients can pre-book appointments with a Doctor, Nurse or Health Care Assistant, this is a service that all GP PCN's will be offering to their patients, to help those people unable to attend the surgery during the week. The number of incoming phone calls each day is still very high, especially on Monday's. The question was asked if we could have more people in the queue as it is very frustrating re-dialling before you get into the current queue of 50. TR will investigate this with the phone company. From 1st November all patients will be able to view their medical record online via the NHS App or SystemOnline, this includes test results, consultations and documents from 1st November, historical information will not be automatically available but can be requested.

COVID & Flu Vaccines: - The Autumn Booster programme started Saturday 10th September for 15 weeks up until Christmas. All patients over 50 years old and those under 50 with underlying health conditions are eligible for the vaccine 6 months after their last one. AccuRx text messages will be sent to patients so they can book their own appointments, invites will be sent in Cohort order (this can be found on NHS website). Currently we have the Pfizer Vaccine. The surgery will also be vaccinating all our patients in care homes and the housebound. Flu vaccines arrived this week, we can administer both during clinics subject to availability. Pharmacies received their flu vaccines sooner and have already vaccinated high numbers of patients. This will make it very difficult for us as we have ordered thousands

of flu vaccines that we may not need as patients will go to the pharmacy before we take delivery. Next years vaccines have already been ordered and should be delivered September 2023. Appointments for flu vaccines are available online or by calling the surgery.

1. West Bergholt and Nayland Surgery Update: - West Bergholt surgery welcomes back Dr Alice Parr from maternity leave, they now have six GP's an Advanced Nurse Practitioner, Practice Nurses and HCA's. There are plans for a Paramedic to join the WB team soon. No updates this time for Nayland Surgery.

2. Dementia Café/Coffee Morning/Xmas Party: - The dementia café re-started on Friday 29th July, Maxine our care co-ordinator organises this event and so far, the three held have been very successful. If anybody would like to help, please let the surgery know. CM is very keen to start the 'Coffee Morning' from next year, this will start with a Christmas party on Friday 9th December from 12pm to 2pm, further Coffee Mornings would be held on the last Thursday of the month.

3. Any Other Business: -

CM – Kindly offered to hold 'Lessons in IT' on 11th November at 9.30am at the surgery, where she will be showing PPG members how to use the Creffield Medical Centre Website to contact the practice instead of phoning, please come along with your i-pad, phones or tablet for this worthwhile event.

HM – Will ask Jeanette for some posters to promote the Extend Exercise Class held every Tuesday at the surgery from 12 to 1pm and 1pm to 2pm at the cost of £3.

LC – asked the criteria for Shingles Vaccines – ages 70 to 79 only are eligible for this one-off injection.

JB– Wanted to clarify that Long Term Condition Reviews are still being held in your birth month. TR confirmed this should be the case but is aware it does not always run smoothly, please contact the surgery if you haven't heard during your birth month.

TR – Thanked all the PPG for their continued support and look forward to seeing those of you who volunteered to attend the planning meeting on Tuesday 22nd November at 10.30am for the Xmas party.

4. Date of Next Meeting: - Friday 13th January 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)	