

Meeting

Patient Group Meeting 11.30am

Friday 17th September 2021

PRESENT: Tracey Rowles – chair

Note taker; Tracey Rowles	
Helen Mockford	Rosie North (CMG)
Linda Clifton	Judith Lavender
Barbara & Ron May	Angela Jervis
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 October.

- 1. Apologies:**-Ann Roughan, Steve Garratt, Jennifer Guthrie-Stevens, Roger Buston, Joy Bell, Roger Miles, Colin Ling.
- 2. Minutes & Matters arising:** - TR still to find out from MJ regarding PPG Focus Group. Covid-19 antibody testing is only for people who have had covid or are sent letters randomly from research companies.
- 3. Surgery Update:** - The surgery continues to see more patients face to face. The phones are still very busy but with more staff answering the waiting times have come down. There are some pre-bookable appointments, which is good but again we notice the Do Not Attend numbers are going up, this is very frustrating when we are so busy and all appointments are so precious. We had the go ahead this morning that we can restart routine blood tests after a nationwide problem with the supply of blood bottles. This has caused more disruption to our services as we were told by NHS England from 6th September only urgent bloods tests could be done until further notice, thankfully the situation was only for 2 weeks. There is also staff shortages on a daily basis as the guidelines state if you are in contact with somebody with Covid you must take a PCR test before coming back to work, this can take a couple of days.
- 4. COVID Vaccines:** - Healthy 12 to 15 year olds will have the Covid vaccine at school. Booster covid vaccines can be given 6 months (180 days) after your second vaccine. This vaccine will be either Pfizer or Moderna, with Astra Zeneca only being given in allergy clinics. All eligible patients will be sent a text message via AccuRx as before to book their appointment, we are hoping to start administering boosters from Saturday 25th September once we are given 'Hub Status' by NHS England. We are also waiting for the go-ahead to co-administer Flu and Covid Vaccines, which will be better for us and the patients!
- 5. Flu Clinics:** Due to the delay in our delivery of Flu Vaccines, the plan is to hold a 'flu day' at CMC on 29th September at Creffield Medical Centre and Nayland Surgery on 30th September. I intend to send out text messages for patients to book an appointment as soon as the vaccines arrive. There will be catch up days to follow for those who cannot make the September clinics.
- 6. West Bergholt Surgery Update:** - The building work and refurbishment at WB Surgery will start on 27th September. From Monday 20th September the phones will be diverted to Nayland Surgery and for the safety of staff and patients they will be asked to go to Nayland or Creffield Surgeries. There will be one receptionist and GP at WB and only patients that cannot get to the other sites will be seen there, this decision will be made by the clinician. It is estimated the work will be completed in February. **Nayland Surgery:** - Will be answering the phone calls for West Bergholt Surgery, they will have extra clinical and non-clinical staff on site to cope with

the extra demand. TR will contact Footfall (website co) regarding CMG website which should now include WB and Nayland pages as it does not appear to be working.

7. Any Other Business: -

1. HM -Extend Classes are re- starting on Tuesday 21st September. The 1st class at 12pm and second class at 1pm.
2. SG – asked about sending BP monitoring forms via the website. There are electronic forms that can be completed and returned via the website. If you complete your own form you would need to send this to creffieldmedicalcentre@nhs.net
3. TR – There is a link on our Face Book page and I will send you all the link bit.ly/PIOC19-3
To kindly ask if you could spare some time to complete a questionnaire on the 'psychological impact of the coronavirus pandemic.'
4. CL + LC – Passed on their thanks for the good service they had received by WB & CMC in recent contact they had.
5. The PPG and staff of CMG would like to send their condolences to Jenny Stevens after the sad loss of her husband John, they have both been very helpful and active members of the PPG in the past and he will be sadly missed. R.I.P. John.

8. Date of Next Meeting: - Friday 29th October 2021 at 11.30am via Teams