

Meeting

Patient Group Meeting 11.30am

Friday 19th February 2021

PRESENT

Tracey Rowles – chair

Chris Manning	Note taker; Tracey Rowles
Roger Miles	Judith Lavender
Steve Garratt	Linda Clifton
Barbara & Ron May	Roger Buston
Margaret Jones	Dr Qurat Rizvi
Helen Mockford	Colin Ling
Sara Orr	

This Meeting was held via Microsoft Teams – Apologies to those of you who tried to join. There were a few technical problems with the sound this time but otherwise the meeting went very well. I am more than happy to help any of you that would like to join the next meeting in March.

- 1. Apologies:**-Jenny Mackay, Ann Roughan, Angela Jervis, John Briggs, Deb Marchant, Monica Addison, Jenny Rose,
- 2. Minutes & Matters arising:** - Apologies to Margaret who was listed as present and apologies, she did attend the last meeting.
- 3. Surgery Update:** - Dr Qurat Rizvi attended the meeting representing the GP Partners at the surgery. The surgery had a **new phone system** installed this week, instead of getting the engaged tone your call will now be put in a queuing system with 50 callers able to hold. **New staff** joining CMC – Ahmed Alokati, Clinical Pharmacist joining the team with Rosul Gulum who is working at Nayland and WB branches. Sam Foster – physiotherapist, he will be calling patients with advice. The staff situation within the Creffield Medical Group has settled down, with GP's, Nurses, Paramedics and Reception; there is a good team working atmosphere. The GP registrars are with us for a one year or 6 month rotation depending on where they are in their training, all other GP's are hopefully here for a long time.
- 4. COVID Vaccines:** - The country as a whole has made excellent progress in delivering the Covid vaccines. We have now moved on to cohort 6 which includes all patients 65 and over or 16 to 64 with underlying health conditions. 6914 patients at CMG have had their vaccine, approximately 3000 have been vaccinated at our West Bergholt Surgery, who have done an excellent job of delivering the vaccines with the help of the Parish Council and volunteers who ensured the traffic flowed. The surgery wishes to give them a massive thank you

for giving up their time to brave the freezing cold weather, we would not have been able to do this without their help. The GP's, Nurses and Admin staff have also given up their weekends to deliver vaccines to the care home residents and other housebound patients, whilst also giving their help at the Primary Care Centre (PCC) on their days off. There are now plans to start giving second vaccines to patients from 8th March, 11 weeks after the 1st. It is apparent if you booked your 1st vaccine through the NHS booking service online or called 119 this is how you book your 2nd vaccine. If you attended the PCC or GP Surgery you would as before need to wait for your text message from AccuRx to book your appointment or call the surgery nearer the time.

5. Any Other Business:-

1. CM – had experienced problems with Cavalry Road Pharmacy: - As the pharmacy is not part of the GP Surgery CM would need to contact them directly to raise her concerns with the Pharmacy Manager.
2. RB – (a) questioned why he could not e mail the surgery with problems or send photos.(b) why he never had consultations with the same GP but a team GP:-

The surgery prefers you not to e mail with questions or photos as the e mail box is very busy each day with hospital and clinical letters that have to be dealt with, however the Creffield Medical Centre website has specific boxes you can use to 'ask the doctor a question' or 'ask the practice a question' you have to tick a box to say you are happy to wait 2 days for an answer, but we often answer the same day. Sending photos are also accepted by the surgery by using AccuRx, the surgery can send a link to your mobile phone and you can then reply and attach up to 5 photos. (b) Since the merge of Layer Rd and North Hill Surgeries it was decided at CMC we would divide the patients into 3 teams (approx. 6,500 per team) to try and offer some continuity of care for the patients. Unlike 15 years ago most GP's work part time so it is not always possible to see the same one each time but with each team having a maximum of 4 GP's it is hoped you would see one of them rather than a choice of all GP's working at the surgery.

3. LC – wanted to make everyone aware that there are pre-bookable appointments for non-urgent problems. The surgery has had to reduce the number of pre-booked appointments since lockdown but there are a few if you ask reception staff when calling. A big thank you to everybody for attending and your valuable feedback, it's always good to hear from the Patient point of view how we can improve our service.

6. Date of Next Meeting: - Wednesday 24th March 2021 at 11.30am via Teams