

## Meeting

Patient Group Meeting 11.30am

Friday 19<sup>th</sup> August 2022 at West Bergholt Surgery

**PRESENT:** Tracey Rowles – chair

Note taker:- Tracey Rowles	
Linda Clifton	Colin Ling
Judith Lavender	Brenda Scragg
Steve Garratt	Chris Manning
Helen Mockford	Sarah Orr

**This Meeting was face to face.**

**Apologies:-** Ann Roughan, Margaret Jones, Jenni Mackay, Bill Frame, Barbara & Ron May, Joy Bell, Roger Buston, Jenny Stevens, and John Briggs.

**Minutes & Matters arising:** - Minutes from previous meeting were agreed. This was the first face to face meeting held since 2019, it was nice to see everybody again in person and it guaranteed we had no technical problems with Microsoft Teams – something we all got used to during the pandemic.

**Surgery Update:** - There had been no changes in staff – Nurse Practitioner Amy Townrow will be leaving as she has moved to Suffolk; Practice Nurse Claire Buckley is leaving to work in Braintree and Paramedic Rachel Marden is leaving to work in Sudbury all will be closer to home and we wish them well. The calls are still over 500 on most days. They continue to be closely monitored and the waiting times do not usually exceed 30 minutes even during our busiest times. This time does not include the time it takes to get into the system if there are already 50 callers in the queue. This will be monitored, and we may need to get additional lines added to help. The calls continue to be answered quickly, so we are advising patients to wait in the queue if they need an appointment. We discussed with each other how we can get this message across to patients who hang up as they do not want to wait in the queue, it was decided that adding more messages would only cause more frustration to callers. Doctor Sabeeka Qasim our PCN Clinical Director & GP Partner asked me to pass on her thanks to the PPG members for completing the survey sent out in July. The results are currently being collated; I hope to have them by the next meeting. The survey links in closely with a new service we have to offer from October when the surgery will start opening on Saturdays from 9am to 5pm, this will be GP led with nurses, paramedics, and health care assistants also available for pre-booked appointments only.

**COVID & Flu Vaccines:** - The Autumn Booster programme should start on Saturday 10<sup>th</sup> September for 15 weeks up until Christmas, providing the vaccines arrive. 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). Flu vaccines are not expected to arrive until October, we can administer both during clinics subject to availability. Pharmacies will be receiving their flu vaccines sooner and are already inviting patients to book with them. 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.

**1. West Bergholt and Nayland Surgery Update:** - The West Bergholt Surgery finally opened on 27<sup>th</sup> June after being closed for 9 months. There are 14 clinical rooms, administration rooms

and a new waiting room/reception area. There will be 6 GPs based at the surgery including Dr Kuma our GP Partner. All PPG members agreed that allowing patients to pre-book appointments at West Bergholt would encourage patients to travel out of Colchester, this is something we can look at in September. CM – had offered help to WB patients who had commented on Face Book but she had no response. Update for Nayland Surgery – Dr Tracey Copeman is leaving at the end of the month to work in the private sector, we wish her all the best for the future.

**2. Dementia Café:-** The dementia café re-started on Friday 29<sup>th</sup> July, Maxine our care co-ordinator sent out invites to our dementia patients and their carers. 20 people attended and they all appeared to have enjoyed the event. There was some negative feedback from some patients regarding the Community 360 talk, which was very rushed and the guests were bombarded with too many leaflets and information at once. The café will be held on the last Friday of the month, August guest speaker will be Thea Meronti our Clinical Pharmacist. If anybody would like to help, please let the surgery know.

**3. Any Other Business: -**

CM –Helped at WB opening showing patients how to use the Creffield Medical Centre Website to contact the practice rather than phoning. Chris has kindly offered to help at CMC on Wednesday 31<sup>st</sup> August 9am to 12pm doing the same.

JL – 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. The staff are having training at the next shutdown (31<sup>st</sup> August) to try to get the process running better.

TR – Thanked all the PPG for their continued support and useful feedback from a patient’s perspective, I look forward to seeing you face to face again in October.

**4. Date of Next Meeting: - Friday 14<sup>th</sup> October 2022 at 11.30am at Creffield Medical Centre. Please could we ask you to do a lateral flow test before attending the meeting, thank you.**

<b>CMC Team One</b>	<b>CMC Team Two</b>
Dr Tara Dukupati (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)
<b>West Bergholt Team</b>	<b>Nayland Team</b>
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Chris Whitlow (F)	Dr Tracey Copeman (F)
Dr Tanmoyee Chowdhury (F)	Dr Maria Lubeiro (F)
Dr Mamatha Sarthi (F)	Dr Nicola Hilton (F)
Dr Mo Nkanor (F)	
Dr Alice Parr (maternity leave) (F)	