

Meeting

Patient Group Meeting 11.30am

Friday 19th January 2024 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker:- Tracey Rowles	Barbara May
Chris Manning	Steve Garratt
Jenny Rose	Sarah Orr
Alan Licence	Bill Frame
Linda Clifton	

This Meeting was face to face.

Apologies: - Colin Ling, Ann Roughan, Margaret Jones, Helen Mockford, Roger Buston, Brenda Scragg, Judith Lavender and Jenni Mackay who has decided to withdraw from the PPG due to personal commitments, however she is happy for us to call her if we need help with events and she will do her best to help.

Minutes & Matters arising: - Minutes from previous meeting were agreed. BM asked how the seven new reception staff were doing and how difficult it must be to train them, TR said they were all doing very well and have learnt the job very quickly. The phone system was discussed, all PPG attending today agreed that the phones are usually answered in a timely manner but a new phone system that called you back would work better for them, we are still awaiting funding news from NHS England.

Surgery Update:- A new system named 'Pharmacy First,' will start on 31st January, the pharmacy will see patients who self-refer or can be referred by the surgery staff, this will start with 7 minor illnesses – sinusitis, sore throat, earache, impetigo, infected insect bite, shingles and uncomplicated UTI's in women, the pharmacy will be able to prescribe if necessary. New patients can now submit their registrations via the NHS website, this new system was introduced recently and is working very well for the practice. Gym Update – we are still waiting for the insurance to be finalised. We hope to be open in the next 3 to 4 weeks, with staff able to use the gym first, followed by minimal risk over 65-year-old patients with a referral from their GP after they have had an induction. The Digital Access Support Team will be attending all three surgeries to promote the use of the NHS App. They are asking us to 'refer' patients to them for this training. The SNEE PPG Network are continuing to offer Teams meetings for us to attend, CM is happy to attend or TR can attend in her absence. Please see copy of Patient Voice that was published in 2023 (embedded below), in particular Page 21.

Staff Update:- The surgery now has seven GP Registrars they all must be debriefed and attend tutorials with Dr Chowhan, Dr Kennedy and Dr Rizvi, hopefully the registrars will return to work with us when they are fully qualified. Dr Chowdhury has moved to Creffield from West Bergholt Surgery, Dr Nkanor returns from parental leave in February and Dr Ana Bhaskhar starts in February, both will be based at West Bergholt.

COVID/Flu Vaccines: - The surgery Covid programme has finished for the season. There are various pop-up clinics in the area if patients still need the vaccine. There are flu vaccines available until the end of February at the surgery.

West Bergholt and Nayland Surgery Update: - See staff update for West Bergholt. No updates for Nayland Surgery.

Dementia Café/Coffee Morning: The Christmas party organised by the PPG was successful and everybody attending had a wonderful time. The Cafes had been very well attended since the move to St Cedds Church. There will be a craft session in May to raise funds for the PPG by selling cakes, further details next time. The dates are in the word documents below.

Any Other Business: -

1. LC – Asked why patients must call to book an appointment at 8am if the Doctor has asked them to make an appointment, TR will feed this back to the GP Partners for their comments.
2. CM – Coach Trip – the date was decided for Friday 16th August, pick up from CMC at 9am, we will go to Aldeburgh and stop via Snape Maltings on the return journey.
3. TR – Thanked all the PPG for their continued support.

1. Date of Next Meeting: - Friday 5th April 2024 at 11.30am at Creffield Medical Centre.

CMC Team One	CMC Team Two
Dr Tara Dukkupati (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 Tanmoyee Chowdhury (F)	Dr Hema Datta (F)
West Bergholt Team	Nayland Team
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Etienne Crevel (M)	Dr Nicola Hilton (F)
Dr Chris Whitlow (F)	Dr Maria Lubeiro (F)
Dr Mamatha Sarthi (F)	
Dr Mo Nkanor (maternity leave) (F)	
Dr Alice Parr (F)	
GP Registrars – based at Creffield Medical Centre	GP Returning to work – based at CMC
Dr Saz Al Jaf (F)	Dr Gowrie Devaraja (F)
Dr Rabia Afzal (F)	
Dr Divya Duvvapu (F)	
Dr Zafar Khuwaja (M)	
Dr Zohaib Khan (M)	
Dr Umoetok Umoetok (M)	
Dr Mohamed Zaghoul (M)	



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