

Meeting

Patient Group Meeting 11.30am

Friday 21st July 2023 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker:- Tracey Rowles	Barbara & Ron May
Chris Manning	Steve Garratt
Linda Clifton	Jenni Mackay
Judith Lavender	Bill Frame
Brenda Scragg	Helen Mockford

This Meeting was face to face.

Apologies: - Colin Ling, Ann Roughan, Margaret Jones, Sarah Orr, Jenny Rose & Roger Buston.

Minutes & Matters arising: - Minutes from previous meeting were agreed. The message was not added to the phones as we are awaiting news from NHS England regarding new telephony systems that we will have to have installed to meet our contract requirements. The group attending were incredibly positive about the phone system and that calls are being answered in a timely manner.

Surgery Update: - North-East Essex Health & Wellbeing Alliance will be updating the i-pads in the waiting room, they will be attending CMC on the first Thursday of the month and West Bergholt and Nayland Surgeries on the first Monday of the month, they will help patients use online services. Colin Ling our PPG member is kindly sending an update from CMG from a PPG perspective rather than from a Creffield employees, this is being sent to various organisations, to hopefully engage better with our patients especially those in the local villages, the July update was sent to Horkesley Village News, Nayland- Wiston Community Times and Fordham Parish Council, thank you Colin for this piece of work, there is lots of very useful information, which I will send out with the minutes. Turner Road Surgery (part of our PCN) has closed their list and are not accepting any new patient registrations. They have seen a sharp increase in registrations since Colchester Medical Practice (4 surgeries in Colchester) and East Hill Surgery closed their lists. CMG are still able to take on new patients but this is being closely monitored. Dr Thanu Karuppan our registrar has qualified as a GP and is going to be working at Turner Road Surgery from September. Creffield will have three new registrars starting in August. The surgery has received funding from NHS England to build a gym in the waiting room. The work for this will go ahead once we have permission from the landlord. The gym can be used by the staff and for CMG patients that have been referred by their GP. There are still a few items to address before the final go ahead but we are hoping the Extend Exercise Class and the Cafés will not be affected. The waiting area is large and as these events are at lunchtime, we can partition a section off for patients waiting to see a GP or Nurse. Chris spoke about a You Tube video that is available from the patient's association called ' Digital Primary Care Services – Online GP Services and the NHS App.' Please find the link below if you would like to watch the video.

<https://www.patients-association.org.uk/online-gp-access-and-the-nhs-app-recording>



A team from Creffield Medical Centre took part in the Park Run held at Markshall Estate on 8th July to celebrate the 75th Birthday of the NHS.

The surgery is going to publish on Facebook and the website up to date information on how the Long-Term Condition (LTC) review system works, regarding your annual review and prescriptions.

COVID/Flu Vaccines: - The Covid Booster Vaccine Programme has ended, it is expected to restart again in the Autumn, we would like to administer Covid and Flu vaccines at the same time, I will keep you updated with this information as soon as I know. We are expecting to start our flu clinics from 16th September, a text message was sent out to patients aged over sixty-five to ask them not to book with their pharmacy but to wait until we have our clinics on at Creffield. As soon as we can, we will send a link via text message for you to book your own appointment. Letters will be sent to those who do not have a mobile phone.

West Bergholt and Nayland Surgery Update: - To try and solve the problem of patients passing items to staff at WB reception, a shelving unit was installed next to the front door with sample pots for patients to collect, the staff at WB decided they were happy to continue receiving samples over the counter. No updates from Nayland surgery this time.

Dementia Café/Coffee Morning: - The Dementia Cafes are proving to be successful on the last Friday of the month. Maxine is leaving CMC at the end of August; Chris Manning will take over the organisation of the Café from September. The Coffee Mornings are also proving successful, please contact Chris Manning if you can help on the 3rd Thursday of the month or the last Friday of the month with these events. TR had received an e mail from Maryland's who said they have had a couple of GP surgeries book in for a show around at Maryland's so they can then provide this information to their patients and family members who may be looking for support for themselves or their loved ones, they are also available if we would like them to give a talk at our Dementia Café – CM to contact them if necessary.

Any Other Business: -

1. Roger Buston – was unable to attend the meeting but asked if he could join via Teams next time. This will be possible if we use our meeting room as there is a large TV screen where patients can join virtually. I will ask members when I send the agenda out for November.
2. HM – Wanted reassurance that the Extend class would continue once the gym opens. TR is doing her best to re-arrange the waiting area during class and café times.

3. CM – Coach Trip on 18th August to Aldeburgh. Please could you pay the balance for the coach trip as soon as possible, the coach is now full, but we can take your name so you can be put on standby in case there are any cancellations. The pickup points are Circular Road 9.30am and Ipswich Road 9.40am, we expect to return to Colchester around 6pm.
4. TR – Thanked all the PPG for their continued support.

1. Date of Next Meeting: - Friday 3rd November 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 Suline Ahmed (F)
	Dr Hema Datta (F)
	Dr Rabia Waqar (maternity leave) (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 Tanmoyee Chowdhury (F)	
Dr Mamatha Sarthi (F)	
Dr Mo Nkanor (maternity leave) (F)	
Dr Alice Parr (F)	