

Meeting

Patient Group Meeting 11.30am

Wednesday 24th March 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 Andrew Kuma
Helen Mockford	Colin Ling
Sara Orr	Angela Jervis
Monica Addison	

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 April.

- 1. Apologies:**-Jenny Mackay, Ann Roughan, John Briggs, Jennifer Guthrie-Stevens.
- 2. Minutes & Matters arising:** - None.
- 3. Surgery Update:** - Dr Andrew Kuma attended the meeting representing the GP Partners at the surgery. The surgery had a **new phone system** installed in February, instead of getting the engaged tone the calls are now put into a queuing system with 50 callers able to hold. The feedback from the patients attending today's meeting was very positive. It was agreed that it was better to know where you are in the queue rather than having to redial and get the engaged tone. The music is not very popular with people on hold. TR is looking at putting messages on the phone with advice to people holding, signposting them to the website or calling back at set times for prescriptions and test results. This afternoon the surgery is closed for **staff training** – (a) 'Suicide Prevention Training,' (b)'plans to update the Long Term Condition Reviews to improve our service,' (c) reception training. All clinical staff and reception staff are testing twice a week for coronavirus, using the **lateral flow test** kits, so far the good news is we have not had any positive results. NHS England is recommending that all 70 to 80 year olds should have the **shingles vaccine**, especially during the pandemic. The surgery is still offering **Extended Access** in the evening until 8pm and from 1st April 2021 Saturday's 8am to 11am; this is subject to change whilst we are holding Covid vaccine clinics. Two members of the nursing team will be leaving us Anna Bak (Health Care Assistant) and Helen Allan (Practice Nurse); we wish them all the best for the future.

- 4. COVID Vaccines:** - Tuesday was the anniversary of the first lockdown, one year since we have locked the doors to patients. There are no plans at present to unlock the doors, but we are open for booked appointments and the Doctors and nurses are seeing patients that need to be seen, although many of their consultations are by phone or video. The country as a whole has made excellent progress in delivering the Covid vaccines. We have now moved on to cohort 9 which includes all patients 50 and over or 16 to 64 with underlying health conditions. West Bergholt Surgery are holding weekend clinics delivering the vaccines, with the much appreciated help of the Parish Council and volunteers who ensure the traffic flows. The surgery wishes to give them a massive thank you for giving up their time to help, we would not have been able to do this without their help. Many of our patients are being called for their 2nd vaccine, you should receive a text message 10 weeks after your 1st vaccine to be booked in at 11 weeks for your 2nd vaccine, you should go back to the same place for your vaccine to ensure you receive 2nd dose of Pfizer or Astra Zeneca the same as your 1st dose. Please call the surgery if you have not heard by week 11.
- 5. West Bergholt Surgery Update: - Any Other Business:** - A business plan is being presented today to the CCG regarding the refurbishment of the West Bergholt Surgery. The initial plan has been passed by NHS England to extend the clinical rooms from 8 to 11, move admin department upstairs and extend the reception area. I will keep you updated with each new stage in development.
1. HM –asked if we are likely to hold the ‘**Coffee Mornings**’ and ‘**Exercise Classes**’ again at the surgery. TR replied that this would be lovely and as soon as it is safe to do so we would like these to resume
 2. RB – questioned why he could not e mail the surgery with problems or send photos. The surgery prefers you not to **e mail photos** as they are difficult to download and attach to patients medical records. This can be done by using your mobile phone instead. Dr AK and AJ commented on how well this system works; the surgery sends the patient a link by text, the patient replies to the text and attaches the photos, the clinician looks at the photos that are attached to your medical record and offers advice or prescribes medication. Various comments were made about the NHS computer system, which is not as fast as we would like.
 3. LC –Asked if we had one letterbox – yes we do, on the right hand side of the main front door. Meeting closed at 12.14pm
- 6. Date of Next Meeting:** - Friday 30th April 2021 at 11.30am via Teams