

Meeting

Patient Group Meeting 11.30am

Friday 26th November 2021

PRESENT: Tracey Rowles – chair

Note taker; Tracey Rowles	Dr Andrew Kuma (GP Partner)
Linda Clifton	Judith Lavender
Angela Jervis	Roger Buston
Sarah Orr	

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 January 2022.

- 1. Apologies:**-Ann Roughan, Steve Garratt, Margaret Jones, Barbara and Ron May, Chris Manning, Helen Mockford, Roger Miles and Jenni McKay.
- 2. Minutes & Matters arising:** - TR had not received any further correspondence from PPG Focus Group, but will pass on to you when it arrives.
- 3. Surgery Update:** - Four new reception staff started work at Creffield this month, they are doing very well and will hopefully help lessen your call time wait. The music volume has been turned down whilst you are on hold, as requested by PPG members. The Duty Team continues to help with the over flow of patients, there are now five paramedics working at the surgery, seeing patients in addition to phoning them for minor illness. The three Teams at Creffield are changing in December to two, please see below for list of new Teams. Dr Andrew Kuma explained to the patient group attending that there is a national shortage of GP's, many have retired early or are unable to cope with the stress of the job. This is why paramedics, physiotherapists and clinical pharmacists have been recruited to help with the GP workload. You may only get to see your GP for more complex issues. There will be cameras in the car park from 13th December and you will need to input your registration number at reception when visiting the surgery, this will hopefully stop people using our car park that are not using the surgery. The surgery is offering the best service it can in the circumstances and shares the frustration of the patients during this difficult time, with their present and ongoing care.
- 4. COVID & Flu Vaccines:** - Creffield Medical Centre continues to hold Covid Vaccine clinics on Saturday's and weekday's when staff permitting. Flu and Covid Vaccines are being given together in these clinics to those eligible. The programme has moved on to cohort 10 – 40 to 49 year olds who will receive a Moderna Booster (182 days after 2nd vaccine) and 16/17 year olds who can now have a second Pfizer vaccine. All other boosters will be Moderna. Patients who feel they need to have Astra Zeneca (AZ) should call the National Booking Line (NBS), where if it is felt necessary they will be asked to contact their GP for a letter, to take back to NBS to book the AZ vaccine. We are holding small Flu Clinics with nurses each week. The uptake for Flu vaccines has been very high this year. Covid Vaccines can still be booked by calling 119 or online via the national booking service. Covid Boosters now show on your NHS Passport/App. The Health Secretary has confirmed that it will become compulsory for frontline NHS staff in England to be fully vaccinated against Covid-19. It is expected to be a mandatory requirement for us from April 2022.

5. West Bergholt Surgery Update: - The building work and refurbishment at WB Surgery is going well and on schedule to be completed in February. The West Bergholt phones have been diverted to Creffield and a receptionist, nurses and GP's have come over to help with the increased workload. The West Bergholt website has been updated and there are messages on social media to notify patients, who will be seen at Creffield or Nayland whilst their surgery is closed. The WB Pharmacy has a box for patients to put their prescription requests in. **Nayland Surgery:** - All clinical staff members are helping by seeing extra patients, the Admin staff members are also helping with the workload for WB surgery.

6. Any Other Business: -

1. Tracey had thanked the Partners on behalf of the PPG for allowing the Extend Exercise Classes to re-start; all those who attend said how good it was to be back.
2. CM – Apologised but unfortunately she has her foot in a brace and won't be attending the surgery next week to help patients with the on-line services.
3. Merry Christmas to all the Patient Group and thank you for your help and support over the past year, it's very much appreciated by all of the staff.

7. Date of Next Meeting: - Friday 21st January 2022 at 11.30am via Teams

CMC Team One	CMC Team Two
Dr Tara Dukkipati	Dr Kilian Hochstein
Dr Qurat Rizvi	Dr Hasan Chowhan
Dr Gill Binns	Dr Claire Cooper
Dr Mohammad Al-Dahhan	Dr Faye Kennedy
New GP (once recruited)	Dr Suline Ahmed
Dr Jakia Chupi	Dr Hema Datta
West Bergholt Team	Nayland Team
Dr Andrew Kuma	Dr Ajula Gunasekera
Dr Chris Whitlow	Dr Tracey Copeman
Dr Ali Ahmad	Dr Maria Lubeiro
Dr Mamatha Sarthi	Dr Nicola Hilton
Dr Mo Nkanor	
Dr Alice Parr	