

Agenda

Patient Group Meeting 7pm

Wednesday 26th August 2020

PRESENT

Tracey Rowles – chair

Chris Manning	Note taker; Tracey Rowles
Roger Miles	Dr Tara Dukkipati
Colin Ling	Judith Lavender
Linda Clifton	Angela Jervis
Jenny Rose	Sue Hamilton
Helen Mockford	Sonja Graham

- 1. Apologies:**-Jenny Mackay, Jennifer Guthrie-Stevens, Ann Roughan, Carole Baldwin, Margaret Jones, Steve Garratt, Jennifer Levy-Halford, Barbara and Ron May, John Briggs.
- 2. Minutes and Matters Arising:** - Discussion around the impact of Coronavirus and how it had affected the surgery. Coffee Mornings, Dementia Café and Coach Trip had all been cancelled. This was the first PPG meeting since January, members were keen to have a face to face meeting rather than a remote meeting and as we were able to social distance in the waiting room it was agreed to hold the meeting during the evening.
- 3. Surgery Update:** - Dr Tara Dukkipati attended the meeting to introduce herself as the latest GP Partner to join the surgery. Dr Andrew Lennard-Jones had retired on 31st July and Dr Hasan Chowhan had taken over as Senior Partner, based at West Bergholt Surgery. Ann Read retired in March as Senior Practice Manager. Tracey Rowles will carry on as Practice Manager for Creffield, Rachel Beales for West Bergholt and Rebecca Renshaw for Nayland Surgeries. The staff had settled down since the New Year. There is lots of work taking place in the background joining services within our Primary Care Network (PCN), this involves the Creffield Surgeries, Turner Road and Tollgate Surgeries, and there is little change at the moment to affect patients, except the Extended Access Clinics, evenings between 6.30pm & 8pm and weekends 8am to 11am, but going forward we hope to be able to offer many more services across all sites. TR will contact the surgery managers to invite patients to our PPG meetings in the future. Long Term Condition Reviews were starting up again after some were put on hold during the start of the pandemic. Physical check appointments will be with a Health Care

Assistant followed up by a telephone call with your GP and a batch prescription issued if appropriate. The surgery is very much open for business as usual, although many consultations are by phone or video, patients that need to be seen will be invited in and appointments are booked on the telephone not by attending the surgery, thus avoiding footfall, keeping the patients and staff as safe as possible.

- 4. Patient Survey :-** The latest National Patient Survey was much improved on last year, results can be found by clicking on the following link:- <https://www.gp-patient.co.uk/report?practicecode=F81115>
- 5. Flu Clinics:** - The plan is for nurses to have dedicated clinics for administering flu vaccines. Due to social distancing we are unable to hold our usual 'Flu Days.' Appointments will be made available on-line or by phoning the surgery. Text messages will be sent to patients to advise them when the Flu Vaccines arrive, for those who do not have a mobile phone we will send letters. PPG members kindly offered to help with the directing of patients at the nurse flu clinics.
- 6. Any Other Business:-**
 1. CL – Attended for the first time and spoke of his concerns with the website. There is no information for West Bergholt and Nayland patients only Creffield. This is currently being worked on by Footfall the website company and hopefully by the next meeting will be resolved.
 2. CM – thanked the surgery and wished to make others aware of the importance of checking their blood pressure, a very serious condition with little or no symptoms that can be fatal if left undiagnosed.
 3. Alan Licence had retired from the PPG as his voluntary work left him with little spare time, but he was happy to help with car park duties during flu clinics.
 4. EXTEND exercise class had been suspended due to COVID-19. TR will ask partners if we can resume the classes and let the instructor know.Meeting closed at 8.15pm
- 7. Date of Next Meeting: - Wednesday 21st October 7pm.**