

## Meeting

Patient Group Meeting 11.30am

Friday 27<sup>th</sup> August 2021

**PRESENT: Tracey Rowles – chair**

Note taker; Tracey Rowles	
	Rosie North (CMG)
Linda Clifton	Judith Lavender
Barbara & Ron May	Angela Jervis
Chris Manning	Colin Ling
Roger Buston	Dr Andrew Kuma (joined at the end)

**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 September.**

1. Apologies:-Ann Roughan, Steve Garratt, Jennifer Guthrie-Stevens, Monica Addison, Margaret Jones and Helen Mockford.
2. Minutes & Matters arising: - None.
3. Surgery Update: - Minimum updates this month. The Doctors are continuing to see more patients face to face. August has been extremely busy compared with previous years; all staff are working under extreme pressure but doing our best. A Creffield receptionist has resigned as she can no longer cope with the demands and abuse from patients, this is a national problem and we are hoping the Government will publicise this soon to make patients aware this behaviour is not acceptable. JL asked if our GP's work Full Time – the answer is No – only one GP works 8 sessions – full time. The number of appointments we have to offer is worked out on the patient list size; hence why we have so many part time GP's to boost our appointment availability. Four new reception staff started on 9<sup>th</sup> August, they are currently being trained to answer the phones and are doing very well. Phone System: The surgery is still experiencing very high volume of phone calls, again those attending today's meeting had found that although there were a high number of people in the queue this went down quickly. The queue holds 50 and there are approx. 100 appointments so if you wait on the line at 8am you are very likely to get a GP appointment. I had sent out samples of music that we can have on our phone system and asked the PPG to choose their favourite. Thank you to those who had listened to the music and all came up with the same conclusion that none are good! I will leave the music as it is for now and go back to the phone company, asking them to let me know when more music becomes available to us.
4. COVID Vaccines & Flu clinics: - The country continues to make excellent progress in delivering the Covid vaccines to all adults, with the mass vaccination centres administering the majority of the vaccines. The clinics continue at Creffield Medical Centre on Saturday's for Pfizer vaccines only. 69.3% of our patients in cohorts 1-13 have received the Vaccine, the percentage has gone down since the 16/17 year olds are included in the numbers, due to many of this age group declining the vaccine. There are no updates on the Covid Booster Vaccine. Flu Clinics: The plan is to hold a 'flu day' at CMC on 22<sup>nd</sup> September and Nayland Surgery on 21<sup>st</sup> September. I intend to send out text messages next week inviting eligible patients to book their appointment. There will be catch up days to follow for those who cannot make the September clinics.

5. West Bergholt Surgery Update: - The building work and refurbishment at WB Surgery start date is 27<sup>th</sup> September. For the safety of staff and patients they will be asked to go to Nayland or Creffield Surgeries. There will be one receptionist and GP at WB and only patients that cannot get to the other sites will be seen there, this decision will be made by the clinician. It is estimated the work will be complete by February. Nayland Surgery: - 'A Benefice Family Service of Thanksgiving' is being held at St James 'Church, Nayland on Sunday 29<sup>th</sup> August at 10am, where thanks will be given to all of those in the community that faced challenges during the pandemic, including the Nayland Surgery, School and Nayland House Care Home. All our welcome to attend
6. Extend Exercise Class: - The GP Partners agreed that the exercise classes can start again on a Tuesday from 21st September. Attendees (8 maximum) should be double vaccinated, wear a mask except when exercising and take a lateral flow test before attending the class.
7. Any Other Business: -
  1. AJ - passed on her thanks for the excellent service she had received after phoning the surgery.
  2. RB – asked if the surgery, once received could circulate any news on the Covid Booster vaccine.
  3. BM – asked about antibody testing, the opinion was that letters are sent out randomly- TR will look into and send info if possible. Dr Chowhan, Dr Kabir and Dr Gunasekera are the GP's that can perform minor surgery and excisions. BM was interested in attending the PPG Focus Group – TR to check with MJ if she still attends, as we are a large surgery they may accept more representatives from CMG.
  4. CM – wished to complain about the recent service from the Cavalry Road Pharmacy, it should be made clear they are not anything to do with the Surgery apart from sharing the building as this may tarnish our reputation.
  5. TR – should next PPG meeting be Face to Face or continue on Teams – all agreed to continue on Teams for next month at least.
8. Date of Next Meeting: - Friday 17<sup>th</sup> September 2021 at 11.30am via Teams