

Meeting

Patient Group Meeting 11.30am

Friday 28th May 2021

Present: Tracey Rowles – chair

Note taker; Tracey Rowles	
Judith Lavender	Rosie North - CMC
Linda Clifton	Helen Mockford
Barbara & Ron May	
Margaret Jones	
Sarah Orr	
Colin Ling	
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 June.

1. Apologies:-Ann Roughan, Steve Garratt, Jennifer Guthrie-Stevens, Roger Miles, Chris Manning, John & Jenny Stevens, Angela Jervis
2. Minutes & Matters arising: - None.
3. Surgery Update: During the practice shutdown, staff got into their teams to follow up from last month. One of the subjects was on re-opening the surgery doors. The plan is to open the doors from Monday 14th June, we are hoping that patients attending the surgery will adhere to social distancing rules and continue to wear masks. There will be more face to face appointments with GP's and we will also offer some pre-bookable appointments. The changes will have to be monitored to ensure staff and patients are all safe and feel comfortable with the new measures. Phone System: - The new phone system was still causing lots of patients to complain. As agreed at the last PPG meeting, messages have been added to the answerphone asking patients to call before 11am for a GP appointment, after 11am for prescription queries and after 2pm for test results, this has worked much better for the reception staff and the PPG attending today also liked the new system. At 8am all reception and admin staff help answer the phones to get through the high number of calls, one morning we had answered 100 calls by 8.40am and still had appointments to offer! The Duty List where patients are added if they are unable to get an appointment is now being capped at 120 patients, once this number is reached we would ask patients to call NHS111 or attend the Urgent Treatment Centre, we would still deal with very urgent matters, including sick children and End of Life Patients, thankfully this hasn't happened too often. The reception team will continue to audit the calls to

help us improve the system further. COVID Vaccines: - The country continues to make excellent progress in delivering the Covid vaccines, with the mass vaccination centres doing the majority of the vaccines now. The Primary Care Centre has finished delivering vaccines after 6 months so Dermatology can use the rooms. As a practice we are still on cohort 9 which includes all patients 50 and over or 16 to 64 with underlying health conditions. West Bergholt Surgery is holding the last Saturday clinic on 5th June. This will be after months of patients attending in snow, rain, wind and finally sunshine the CMG would like to say a big thank you to all the staff and volunteers that have made this such a success, we hope to continue the good work from Creffield Medical Centre starting 12th June. Many of our patients are being called for their 2nd vaccine; they receive a text message 7 weeks after their 1st vaccine to be booked in at 8 weeks for the 2nd vaccine. Patients should call the surgery if they have not heard by week 7.

4. West Bergholt Surgery Update: - After the approval in March by NHS England, our business case has been approved by the CCG Operational Executive Committee for additional rooms and refurbishment. There are no further updates on the development; I hope to have more news in June. The doors should be opening at WB surgery on 14th June. Nayland Surgery: - The doors remain closed for the surgery and dispensary, we are hoping to open them on 14th June but this will be reviewed as lockdown restrictions are lifted.

5. Any Other Business: -

1. MJ – Asked if the NHS App was better to use than the SystemOnline App. This would be a matter of personal choice which one you use, they both allow you to do much the same. The NHS App is very easy to use on your mobile phone or tablet. NHS App requires couples to have separate e mail accounts; SystemOnline will allow one user to grant a proxy access for their partner.
2. TR – Carol Baldwin has asked if another PPG Member would be happy to receive and distribute the Forum Focus e mails that are sent to her by Paula at the CCG – please let TR know if you are interested.
3. HM – asked if the exercise class would be able to re-start. This will be reviewed in August with a view to possible start in September.
4. TR – With plans to open the doors on 14th June if any PPG member would like to volunteer with meet and greet at the surgery please let me know.
5. CL – Thanked the staff at all surgeries for their hard-work. TR will pass his thanks on to all the teams and thank you for your kind comments.

6. Date of Next Meeting: - Friday 25th June 2021 at 11.30am via Teams