

## Meeting

Patient Group Meeting 11.30am

Friday 30<sup>th</sup> April 2021

**PRESENT:** Tracey Rowles – chair

Note taker; Tracey Rowles	
Judith Lavender	
Steve Garratt	
Barbara & Ron May	
Margaret Jones	
Dr Andrew Kuma	
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 May. There were lots of technical problems with this meeting, people were unable to join and once we got started the programme kept closing down. Let's hope it was a one off and the next meeting will be better.**

- 1. Apologies:**-Jenny Mackay, Ann Roughan, Jennifer Guthrie-Stevens, Jenny Rose, Helen Mockford, Roger Miles, Colin Ling, Chris Manning. TR apologised for the mix up with the date of the meeting in the invite.
- 2. Minutes & Matters arising:** - None.
- 3. Surgery Update:** - Dr Andrew Kuma attended the meeting representing the GP Partners at the surgery. Doctors have face to face, video and telephone **appointments** every day, if a physical examination is not needed you will be offered a telephone/video appointment by reception but the Doctor when appropriate can offer you a face to face. Due to the current high demand for appointments, the surgery may have to put a cap on the **Duty List** once it has reached its peak of 120 patients, the Duty team will deal with urgent matters, children and end of life patients only. If this happens patients can call NHS111, attend the Urgent Treatment Centre all call back the next day for an appointment, whichever is more appropriate. **Long Term Condition (LTC) reviews** that take place in the month of your birthday, are continuing with the Health Care Assistant doing all of the physical checks (blood tests, blood pressure, height, weight) and asking set questions, depending on these results you may not need to speak to your GP or Clinical Pharmacist, as they will review your medication and if all is well a batch prescription for up to one year can be issued. **Extended Access** continues at Creffield Medical Centre weekday evenings 6.30pm to 8pm and Saturday's 8am to 11am.

- 4. Phone System:** - The **new phone system** was still causing lots of patients to complain, instead of getting the engaged tone the caller is in a queue and people are finding it hard to believe they can be number 50 in the queue. Reception staff answers as quickly as they can but patients are not happy waiting. The staff have discussed how we can improve this system and if the PPG agree we would like to put messages on the phone asking patients to call before 11am for a GP appointment, after 11am for prescription queries and after 2pm for test results. The PPG attending today all agreed that this was a good idea and we will put this in place soon. The reception team will continue to audit the calls to help us improve the system further. All 3 surgeries got together at the practice shutdown on Wednesday to look at ways to improve the way we work, this was a very worthwhile session with lots of good ideas, and we will meet again at next month's shutdown to continue with the plans.
- 5. COVID Vaccines:** - The country continues to make excellent progress in delivering the Covid vaccines. We are still on to cohort 9 which includes all patients 50 and over or 16 to 64 with underlying health conditions. West Bergholt Surgery are holding Saturday clinics delivering the vaccines , with the much appreciated help of the Parish Council, Community 360 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 2<sup>nd</sup> vaccine, you should receive a text message 7 weeks after your 1<sup>st</sup> vaccine to be booked in at 8 weeks for your 2<sup>nd</sup> vaccine, you should go back to the same place for your vaccine to ensure you receive 2<sup>nd</sup> dose of Pfizer or Astra Zeneca the same as your 1<sup>st</sup> dose. Please call the surgery if you have not heard by week 7.
- 6. West Bergholt Surgery Update:** - After last month's approval by NHS England, our business case has been approved by the CCG Operational Executive Committee for additional rooms and refurbishment. I will keep you updated with each new stage in development. **Nayland Surgery:** - The doors remain closed for the surgery and dispensary; this will be reviewed as lockdown restrictions are lifted.
- 7. Any Other Business:** -

  1. MJ – asked about the SystemOne App. It appears this has a different format depending on the device you are using to access it.
  2. AJ – asked when we are likely to open the surgery doors – this is something we have to do with caution, but we will follow the guidance from NHS England and review the situation regularly.
- 8. Date of Next Meeting:** - **Friday 28<sup>th</sup> May 2021 at 11.30am via Teams**