

## Meeting

Patient Group Meeting 11.30am

Wednesday 30<sup>th</sup> June 2021

**PRESENT:** Tracey Rowles – chair

Note taker; Tracey Rowles	
Steve Garratt	Roger Miles
Linda Clifton	Sarah Orr
Barbara & Ron May	Colin Ling
	Angela Jervis

**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 July.**

- 1. Apologies:**-Ann Roughan, Jennifer Guthrie-Stevens, Chris Manning, Roger Buston, Monica Addison, Helen Mockford, Judith Lavender, Joy Bell, Margaret Jones
- 2. Minutes & Matters arising:** - None.
- 3. Surgery Update:** - The Surgery Doors are now open at all of our 3 sites as discussed at the last PPG meeting. We opened the doors on Monday 14<sup>th</sup> June and so far things are going very well, patients are being sensible and adhering to social distancing rules and wearing face masks. There are lots more face to face appointments with GP's and we are starting to offer some pre-bookable appointments. **Phone System:** - The **new phone system** was still causing lots of patients to complain. The PPG members attending today had not found the waiting times too long. 'SG' had worked out about 30 seconds per number in the queue (caller 30 would have to wait on average 15 minutes). 'SO' had a problem waiting a long time once she got to number one and wondered if the ringer had been turned off – TR will look into this and give feedback at the next meeting. Four new reception staff are being recruited over the coming weeks to help with the increase in phone calls. **COVID Vaccines:** - 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. Creffield Medical Centre started Covid Vaccine clinics on 12<sup>th</sup> June. Many of our patients are being called for their 2<sup>nd</sup> vaccine; they receive a text message 7 weeks after their 1<sup>st</sup> vaccine to be booked in at 8 weeks for the 2<sup>nd</sup> vaccine. Patients should call the surgery if they have not heard by week 7.
- 4. West Bergholt Surgery Update:** - All plans have now been approved for the building work and refurbishment at WB Surgery, this will give them 12 Clinical Rooms, building work should be starting soon and we hope to minimise

disruption to our patients, I will keep you updated on the progress. **Nayland Surgery:** - The doors are now open at the surgery and dispensary.

**5. Any Other Business: -**

1. 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.
2. NHS App – will be your Covid Passport, by downloading the App you will be able to view data regarding your Covid Vaccines and the QR code you will need if you are travelling. All members who had used the App were very happy.
3. BM – Asked about Long Term Condition Reviews, we are making good progress with offering the review in the month of your birthday – we are currently one month behind for most patients. It is likely that you will not need to speak to your GP if everything is fine with your blood tests and health checks, the GP will look at your results and hopefully issue you with a batch prescription.
4. The members attending today wished to pass on their thanks to the staff of CMG for all their hard-work, TR will pass this on to all staff.

**6. Date of Next Meeting: - Friday 30<sup>th</sup> July 2021 at 11.30am via Teams**