

## Meeting

Patient Group Meeting 11.30am

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

**PRESENT:** Tracey Rowles – chair

Note taker; Tracey Rowles	
Helen Mockford	Rosie North (CMG)
Linda Clifton	Sarah Orr
Barbara & Ron May	Angela Jervis
Chris Manning	

**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 August.**

**1. Apologies:-**Ann Roughan, Steve Garratt, Jennifer Guthrie-Stevens, Monica Addison, Judith Lavender, Joy Bell, Margaret Jones and Jenny Stevens.

**2. Minutes & Matters arising:** - None.

**Surgery Update:** - As you know the government lifted many restrictions on 19<sup>th</sup> July but so far things are going very well at the surgery, patients are being sensible and adhering to social distancing and still wearing face masks. We are increasing our face to face appointments with GP's and we are starting to offer more pre-bookable appointments. Patients who have covid symptoms are asked to take a PCR Test before coming to the surgery. The numbers of patients testing positive is on the increase, but patients being admitted to hospital remain low. The surgery has had staff shortages due to the NHS Track and Trace, with staff having to isolate. Regulations change from 16<sup>th</sup> August, staff will be able to return to work once they have had a negative PCR test done, this will be a big help. There are 2 new paramedics in the duty team – Tony and Camilla, replacing Sophie and Mark who left earlier in the summer. Janine has joined the nursing team whilst Annabel is on maternity leave. 3 new registrars will join us in August as Dr Rai finishes her 6 month placement.

**3. Phone System:** The surgery is still experiencing very high volume of phone calls, those attending today had found that although there were a high number of people in the queue this went down quickly, AJ passed on her thanks for the excellent service she had received after phoning the surgery. An extra four new reception staff are due to start on 2<sup>nd</sup> August, after training we will have more people to answer the calls, hopefully reducing the waiting time further. **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. The clinics continue at Creffield Medical Centre on

Saturday's for Pfizer vaccines only. MJ asked how many of our patients have been vaccinated; 19,799 -1<sup>st</sup> Vaccine and 16,656 2<sup>nd</sup> Vaccine, which is very high, we continue to send text messages to patients that have not been vaccinated and letters if they do not respond. Patients that are wanting to travel and need proof of their vaccines should download the NHS App as this will show this information, if not you can call 119 who will send the information to you directly.

**4. West Bergholt Surgery Update:** - The building work and refurbishment at WB Surgery should be starting in September and estimated to be completed by February. This will give them 12 Clinical Rooms, we hope to minimise disruption to our patients, and 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. HM – Asked if the Exercise Class could resume. TR will ask the GP Partners at the next meeting.
2. CM – expressed her thanks to the surgery, she has received lots of help via the surgery website 'contact the practice' section.
3. TR – please see link below to GP Survey results.
4. TR – Flu – we are hoping to hold Flu Clinics on 22<sup>nd</sup> & 29<sup>th</sup> September, due to the uncertainty of the Covid Booster these are only provisional dates, please let me know if you are able to offer any help on these dates, thank you.

**6. Date of Next Meeting: - Friday 27<sup>th</sup> August 2021 at 11.30am via Teams**

[Practice Overview \(gp-patient.co.uk\)](http://gp-patient.co.uk)