

## Meeting

### Patient Group Meeting 11.30am

Friday 3<sup>rd</sup> November 2023 at Creffield Medical Centre

**PRESENT:** Tracey Rowles – chair

Note taker:- Tracey Rowles	Barbara & Ron May
Chris Manning	Steve Garratt
Jenny Rose	Sarah Orr
Judith Lavender	Bill Frame
Brenda Scragg	

**This Meeting was face to face.**

**Apologies:** - Colin Ling, Ann Roughan, Margaret Jones, Linda Clifton, Helen Mockford, Jenny Stevens, Alan Licence, Jenni Mackay, John Briggs. Roger Buston tried to join on Teams but was not let into the meeting, apologies to Roger.

**Minutes & Matters arising:** - Minutes from previous meeting were agreed. The PPG asked which surgeries had closed their lists and were no longer accepting new registrations. Colchester Medical Practice (4 surgeries) and East Hill Surgery had re-opened their books, Turner Road Surgery have closed their books, this will be assessed by the Integrated Care Board (ICB) in January.

**Surgery Update:-** We are still awaiting news from NHS England regarding funding for a new telephony system, we are looking at a phone system that tells you where you are in the queue and asks if you would like a call back when you are at number one to save you waiting on hold. Patients who are rude or aggressive towards the reception staff are sent Zero Tolerance Letters, warning if their behaviour continues, they will be removed from the surgery. The group attending was incredibly positive about the current phone system and that calls are being answered in a timely manner. Olivia Rigo – Engagement Lead from Suffolk, North East Essex (SNEE)ICB has invited all PPG Member to a webinar on 30<sup>th</sup> November 5pm to 6pm if you would like to attend, please let me know and I will send you the link to join. CM and TR are attending a PPG Meeting in Kesgrave organised by SNEE on 23<sup>rd</sup> November, this will be a good opportunity to find out how other PPG's work. CM has also been in contact with Maya Anaokap from the 'Patients Association,' who will be publishing a piece of work sent in by CM. All patients over 16 years old who have Online Access via the NHS App or SystmOnline will be able to view their prospective medical records from 31<sup>st</sup> October onwards. This includes all consultations, documents, pathology results, appointments, and prescriptions. New patients will automatically have access to their records. Patients can request access to their historical medical records this is not given automatically. The coach trip in August 2023 to Aldeburgh had been a great success, we will organise another trip next year, please let us know any ideas of places to visit at the next meeting in January. Gym Update – we are waiting for the insurance to come through, we need to install a panic button, CCTV, and a keypad for the door. We hope to be open in the next 3 to 4 weeks, with staff able to use the gym first followed by minimal risk over 65-year-old patients with a referral from their GP after they have had an induction.

**Staff Update:-** Goodbye to Ben and Tony from the paramedic team, Dr Rabia Waqar who is not returning from maternity leave, HCA Sharon who had a baby girl in September, Nurse Jo, HCA Donna, Jemma PA, Maryam (reception) who started maternity leave, Abdul, Emmanuel and Aleisha from reception, Dr Suline Ahmed will be leaving at the end of November and Camilla (paramedic) will be

leaving at Christmas. Welcome to seven new reception staff who started in August and September, Amanda our new paramedic who starts next week, Maggie, Harriett and Becky our new HCA's. The surgery currently has six GP Registrars and Dr Devaraja who has returned to work, they all must be debriefed and attend tutorials with Dr Chowhan and Dr Rizvi, hopefully the registrars will return to work with us when they are fully qualified.

**COVID/Flu Vaccines:** - 5102 patients at CMG have had Covid Vaccines this autumn with over 2000 being administered by the surgeries. 5080 patients have had Flu Vaccines this autumn with over 4000 being administered by the surgeries. The programme will continue through the winter months. Shingles vaccines are also available to patients when they reach their 65<sup>th</sup> or 70<sup>th</sup> birthday until their 80<sup>th</sup> birthday. Those aged 65 to 69 are not eligible unless they are immunosuppressed. The programme is complicated but the surgery can tell you if you are eligible.

**West Bergholt and Nayland Surgery Update:** - West Bergholt has a Child Counsellor who can see children aged between 4 to 17 years old referred by their GP. No updates for Nayland Surgery.

**Dementia Café/Coffee Morning:** Due to the installation of the gym the Coffee Mornings and Dementia Café have had to move from the surgery. They will be held at St Cedds Church, Iceni Way, Shrub End, CO2 9BX. The Coffee Morning is on Thursday 16<sup>th</sup> November and Dementia Café on Friday 24<sup>th</sup> November, with the Christmas Party on 14<sup>th</sup> December, hopefully you will all be able to attend. Chris is happy to organise these events with the help and support of the surgery but she will be away for February and asked for volunteers to help organise the February and March events. Brenda kindly offered to help.

**Any Other Business: -**

1. CL – Surgery Website – did other users have problems navigating the website? Other users were happy, apart from the banners that are very out of date. CM offered to help anyone who needed it.
2. WF – asked the surgery policy for informing patients of their blood test and urine results – The surgery do not notify patients if they have a normal result, patients can call and ask for their results or use the NHS App to view them.
3. TR – Thanked all the PPG for their continued support.

**1. Date of Next Meeting: - Friday 19<sup>th</sup> January 2024 at 11.30am at Creffield Medical Centre.**

<b>CMC Team One</b>	<b>CMC Team Two</b>
Dr Tara Dukupati (F)	Dr Kilian Hochstein (M)
Dr Qurat Rizvi (F)	Dr Hasan Chowhan (M)
Dr Gill Binns (F)	Dr Claire Cooper (F)
Dr Mohammad Al-Dahhan (M)	Dr Faye Kennedy (F)
	Dr Suline Ahmed (leaving soon)(F)
	Dr Hema Datta (F)
<b>West Bergholt Team</b>	<b>Nayland Team</b>
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Etienne Crevel (M)	Dr Nicola Hilton (F)
Dr Chris Whitlow (F)	Dr Maria Lubeiro (F)
Dr Tanmoyee Chowdhury (F)	
Dr Mamatha Sarthi (F)	

Dr Mo Nkanor (maternity leave) (F)	
Dr Alice Parr (F)	
<b>GP Registrars - based at Creffield Medical Centre</b>	<b>GP Returning to work - based at CMC</b>
Dr Saz Al Jaf (F)	Dr Gowrie Devaraja (F)
Dr Rabia Afzal (F)	
Dr Divya Duvvapu (F)	
Dr Zafar Khuwaja (M)	
Dr Zohaib Khan (M)	
Dr Umoetok Umoetok (M)	