

Meeting

Patient Group Meeting 11.30am

Friday 17th January 2025 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker: - Tracey Rowles	
Yas Braddon	Alan Licence
Ann Roughan	Judith Lavender
Malcolm Rodwell	Barbara and Ron May
Linda Clifton	Steve Garratt
Margaret Jones	Bill Frame

This Meeting was face to face & Teams:- Roger Buston joined via Teams

Apologies: - Helen Mockford, Jenny Rose, Colin Ling, Brenda Scragg and

Minutes & Matters arising: - Minutes from previous meeting were agreed.

New Chair Introduction:- Ann Roughan has kindly taken on the role of PPG Chair for Creffield Medical Group. Ann recently attended Teams Meetings with SNEE (Suffolk North East Essex) PPG Network and found the meetings very helpful, listening to how other PPG's work. Ann had prepared a PPG information sheet which I have embedded below.

Surgery Update: - Creffield handed out surveys/questionnaires during January, I will let you know the results at the next meeting. The gym has been used by the staff, after the GP Registrar from West Bergholt who is a personal trainer offered free sessions to us. Sorry that patients are not able to use the gym. The new phones were installed in November 2024. The feedback from patients has been very good. The queue has been extended to 100 and the call back feature has been very popular. Those attending the meeting today had not used the phones lately and were unable to comment. The surgery website will be changing from 1st February 2025, we are hoping it will be more user friendly.

Total Triage Update: - The partners and management team held a strategy meeting in November where it was decided that we will start using the Total Triage System from March 2025. The system is explained in more detail in the document below. Most surgeries in North East Essex are already using a Total Triage system and agree it is a fairer system for patients to ensure those that need to be seen by a GP will be able to.

Staff Update:- Dr Rabia Afzal joined Team 2 as Salaried GP at Creffield in January. Janine Long (Nurse Prescriber Practitioner) is seeing patients for Minor Illness at Creffield. Dr Nicola Hilton who is based at Nayland Surgery will be retiring at the end of March 2025. Care Co-ordinators and GP Care Advisors (GPCA) who are working in the surgery continue to help patients with a lot of the work previously done by GP's. I have added a guide to what they can do for our patients. I will ask Louise our GPCA if she could give a presentation at one of the Cafés held by the PPG.

COVID/Flu Vaccines: - The surgery has opted out of giving Covid Vaccines, if you require a Covid Vaccine in Spring or Autumn you will have to go to the pharmacy. The surgery has flu vaccines available for those who have not been vaccinated. The figures below are for our patients who have had the Flu Vaccine this season.

Over 65s – 2691 vaccinated here (2278 vaccinated elsewhere)

6m-65 years clinically at risk – 730 vaccinated here (937 vaccinated elsewhere)

West Bergholt and Nayland Surgery Update: - Building work has started this week at Nayland Surgery, an extension to the surgery incorporating a multipurpose room to be used for telephone triage.

Dementia Café/Coffee Morning: The Dementia Café and Coffee Mornings continue to be extremely popular. The new venue at Shrub End Social Centre has proved successful and The PPG Committee have organised events through to July 2025, they would appreciate any volunteers to help at these occasions as the numbers of patients attending are increasing each month. After the success of the cake and drink stall held by Turner Road Surgery the PPG are looking at doing the same at Creffield starting in March. Anybody who would like to help or donate cakes please let Yas or Tracey know. Tracey will order name badges and or lanyards for PPG members who are helping in the surgery.

Coach Trip: - The coach trip with Kings Coaches on Friday 15th August 2025 has been booked. It was decided we should go to Woodbridge and maybe stop somewhere on the way back. Further details to be discussed at the next meeting.

Any Other Business: -

1. MR – asked if there were patients who may need support as BT moves to a digital system and analogue phones are discontinued. As there will be no back up battery to make emergency calls.
2. BF – wished his thanks to be passed on to Louise our GPCA.
3. TR – Thanked all the PPG for their continued support.

Date of Next Meeting: - Friday 25th April 2025 at 11.30am at Creffield Medical Centre.

CMC Team One	CMC Team Two
Dr Tara Dukkupati (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 Tanmoyee Chowdhury (F)	Dr Hema Datta (F)
	Dr Gowrie Devaraja (F)
	Dr Rabia Afzal (F)
West Bergholt Team	Nayland Team
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 Mamatha Sarthi (F)	
Dr Mo Nkanor (F)	
Dr Alice Parr (F) Dr Ana Bhaskar (F)	
GP Registrars –based at CMC	GP Registrar – based at West Bergholt
Dr Mohammed Ahmod (M)	Dr Tasnima Lucky (F)
Dr Donald Edogiawerie (M)	
Dr Gowsika Yogeswaran (F)	
Dr Farideh Jamal (F) Dr Nikhil Tomar (M)	

Dr Poonam Rai(F)	Dr Zohaib Khan (M)	
------------------	--------------------	--



Coffee Morning &
Dementia Cafe Even



DEC Care
Coordinator and GP



Initial Comms and
Frequently Asked Qs



Patient Practice
Group (PPG) Info.doc