

Meeting

Patient Group Meeting 10am

Friday 25th July 2025 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker: - Tracey Rowles	
Yas Braddon	Sarah Orr
Ann Roughan	Steve Garratt
Malcolm Rodwell,	Bill Frame
Linda Clifton	Judith Lavender
Brenda Scragg	

This Meeting was face to face. Apologies to Roger Buston who tried to join via Teams but unfortunately this did not work today – modern technology !

Apologies: - Alan Licence, Helen Mockford, Margaret Jones & Colin Ling,

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

Chair Updates:- Ann gave an update on the monthly Dementia Café, Friendship Café and Refreshment Stalls. Ann appealed for help to support these events from other PPG members.

Surgery Update: - The national GP Survey was sent out to 340 patients in December 2024, 117 patients responded, the overall experience of these patients was Good 65% with the national average at 75% this sadly put us amongst the lowest rated surgeries in North East Essex. The survey was sent before Total Triage started in March and access has improved to patients since then. The surgery will create its own survey later in the year, which we hope will have a better response in numbers and experience. Weight loss injections have been in the media stating that GP's are able to administer these now. This information is incorrect for our area, details are on our website. The Colchester Hospital have changed their phlebotomy clinic to appointments only, this has put extra pressure on GP Surgeries and the Primary Care Centre for blood tests.

Total Triage Update: - Total Triage is going very well since the launch in March 2025. Overall feedback from staff and patients is very good. The system gives the opportunity for continuity of care where patients can request the GP they would prefer to see. Reception staff are happy to complete the online form for patients who are unable to or do not have access to the internet, this can be done over the phone or by calling in to the surgery. All requests are triaged by the GP on Duty, they decide if patient should be seen on the day, within 5 days or within 2 weeks, they are sent back to reception who will book the appropriate appointment for the patient. Minor Illness is booked with paramedics or Advanced Nurse Practitioners or patients may be signposted to Pharmacy First. The phones are less busy at 8am as those who can, fill in the form without contacting us. I have left the FAQ sheet embedded; however we will be updating this soon.

Staff Update:- The staff are very settled at all three sites. There will be a changeover of GP Registrars in August with 3 leaving – Dr Nik Tomar, Dr Donald Edogiawerie and Dr Lipa Lucky and 3 joining. We wish them all the best with their ongoing GP training. Dr Mohammed Ahmod who recently qualified will be working as a Locum GP for 6 months from September to cover Dr Rabia Afzal who is on maternity leave.

West Bergholt and Nayland Surgery Update: - No updates.

Dementia Café/Coffee Morning: The Dementia Café and Coffee Mornings continue to be extremely popular. This month patients were treated to Pie, Mash and Liquor with a Cockney Pearly King and Queen Theme, Malcolm was in charge of the music. The PPG have themes for each event which the patients are enjoying. TR will ask Serena, CMG Paramedic to recommend patients for the Dementia Café or Friendship Café as she talks to a lot of patients who meet the criteria. The PPG would appreciate any volunteers to help at these occasions or if you who would like help serve refreshments or donate cakes please let Yas or Tracey know, we plan to try this on a Tuesday, later in August.

Coach Trip: - The coach trip with Kings Coaches on Friday 15th August 2025 has been booked. The plan is to travel first to Sutton Hoo for coffee then into Woodbridge for lunch and look around and go to the river. There are 8 places left on the coach, which leaves Butt Road at 9am, the cost is £15.

Any Other Business: -

1. JL – Asked if we employ PA's (Physician Associates) the answer is no, the Surgery took the decision a long time ago to employ Paramedics & Clinical Pharmacists instead.
2. BS – Asked if we could rent the Gym to a private trainer, to raise funds? TR – will find out.
3. SG – Asked the criteria for shingles vaccines – this can be found on NHS website – there are 2 vaccines now and they are given 6m to 1year apart. TR will look at sending reminders to patients for their 2nd vaccine.
4. TR – Thanked all the PPG for their continued support. **Date of Next Meeting: - Friday 24th October 2025 at 10am 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 Gowrie Devaraja (F)
West Bergholt Team	Nayland Team
Dr Andrew Kuma (M)	Dr Ajula Gunasekera (M)
Dr Etienne Crevel (M)	Dr Maria Lubeiro (F)
Dr Chris Whitlow (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)- Qualified	Dr Tasnima Lucky (F) last day Aug 2025
Dr Donald Edogiawerie (M) Last day Aug 2025	
Dr Gowsika Yogeswaran (F)	
Dr Farideh Jamal (F) Dr Ayeda Emran (F)	
Dr Nikhil Tomar (M) Last Day Aug 2025	



Initial Comms and
Frequently Asked Qs