

Meeting

Patient Group Meeting 10am

Friday 24th October 2025 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker: - Tracey Rowles	
Yas Braddon	Steve Garratt
Malcolm Rodwell,	Judith Lavender
Linda Clifton	Brenda Scragg

This Meeting was face to face. Roger Buston attended on Teams, which worked very well today!

Apologies: - Ann Roughan, Sarah Orr, Bill Frame, Alan Licence, Helen Mockford, Jenny Rose, Ron & Barbara May, & Colin Ling,

Minutes & Matters arising: - Minutes from previous meeting were agreed. TR will ask for an answer regarding a personal trainer renting the gym.

Chair Updates:- Ann sent her apologies for not attending today, due to her painful knee. I informed the group that two of the dementia patients had sadly died. TR will contact the manager at Ambrose and Shrub End Surgeries to ask if their PPG would be interested in sharing the hall and costs for their patients to attend the coffee mornings, as our numbers had declined. Alan had some posters printed to promote the events and leaflets which I can give to clinical staff to hand out to patients who may be interested. The Christmas party will be held on 19th December, all help with this event would be much appreciated.

Surgery Update: - The staff has been very settled over the past few months. There have been interviews for a clinical coder, as one of our staff has reduced her hours, we are also advertising for reception staff as two staff are now working on Total Triage, one is moving on to be a PA and one has left. Total Triage continues to work very well for the patients, it has increased the work of the reception staff, the phone calls have not reduced and we are calling patients to book them in for appointments once the Doctor has triaged their form, but overall, we are very happy with how it is going and we have received good feedback from patients. The three GP Registrars who left in August have been replaced. Their names are below for your information. Dr Ahmod is working as a locum until February to cover Dr Rabia Afzal who is currently on maternity leave. The hospital had a new computer system installed this month called Epic, this has caused a few problems in the surgery over the past few weeks, we were unable to do routine blood tests for 3 days and the letters we are receiving are coming in by e mail causing a lot more work for our admin team. The good news is the hospital are very pleased with the new system and patients can look at their hospital letters and consultations via the 'My Chart' App, which should link with the NHS App in the future. TR & Dr Chowhan had attended a Neighbourhood Development Workshop on 1st October, there isn't much to share at the moment but I will keep you updated with further information, as this is due to start in April 2026.

West Bergholt and Nayland Surgery Update: - No updates.

Covid/Flu Vaccine Update: The surgery is not administering Covid vaccines, these are being given by pharmacies to patients over 75 years or patients who are immunosuppressed, if you do not meet the criteria, you can purchase privately from around £95. The surgery held Flu clinics at the 3 sites during October. Many patients have chosen to go to the pharmacy for their Flu vaccine, which has left us with more vaccines than expected, if you know anybody who is eligible for a Flu jab please ask them to contact us.

Dementia Café/Coffee Morning: The Dementia Café and Coffee Mornings have had a decline in numbers since moving to Shrub End Social Club. TR will contact Community 360 to enquire if they are able to provide transport, as this seems to be the biggest issue for people. RB suggested we might contact our Care Homes to see if they had any clients who would like to attend.

Coach Trip: The annual coach trip with Kings Coaches took place on Friday 15th August to Woodbridge. The PPG have requested the next trip is in June 2026. As Kings can only accommodate us on a Monday or Friday – TR will book the coach for Friday 19th June, checking the price, as August is usually the cheapest time to book. Suggestions today for the coach trip; Southwold, Felixstowe, Leigh-on-Sea, Stonham Barns. We can decide nearer the time.

Any Other Business: -

1. SG – BT essentials are available for customers who have and wish to keep their landline phone.
2. TR – Thanked all the PPG for their continued support.

Date of Next Meeting: - Friday 9th January 2026 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 Rebeca Escorihuela (F)	
Dr Yasmin Meakin (F) Dr Sagar Patel (M)	Dr Rachel Gannaway (F)
Dr Gowsika Yogeswaran (F)	
Dr Farideh Jamal (F) Dr Ayeda Emran (F)	