

Meeting

Patient Group Meeting 11.30am

Friday 19th July 2024 at Creffield Medical Centre

PRESENT: Tracey Rowles – chair

Note taker: - Tracey Rowles	
Rashida Agboke	Yas Braddon
Ann Roughan	Judith Lavender
Brenda Scragg	Barbara May
Linda Clifton	Steve Garratt

This Meeting was face to face. Welcome to Rashida the Practice Manager from Turner Road Surgery (Part of our PCN) who is hoping to set up a PPG at Turner Road Surgery in the very near future.

Apologies: - Christine Manning, Malcolm Rodwell, Helen Mockford, Bill Frame, Colin Ling, Margaret Jones, Roger Buston, Jenny Rose, Sarah Orr, Jenny Stevens, Alan Licence

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

Surgery Update: - Staff are using the gym at the surgery. Currently only patients who are referred by our in-house physio for rehab exercises are using the gym. Once this trial is over, we hope to open the gym to patients referred by their GP. The surgery was very upset with the results of the recent GP Survey which was published on the Gazette website. The survey was sent to 300 of our 28,000 patients and only 107 replied, we do not feel this is a true representation of our patients as the response was less than 0.4% of our practice population. However, we understand where other surgeries may have obtained better results – both Colchester Medical Practice and Mill Road have had the new cloud-based telephony system installed, which is a big improvement for patients phoning the surgery, we are due to have ours updated by the end of the summer. Colchester Medical Practice offer 'Open Access' to their patients at their four sites, this is very popular with some patients, but not something our GP Partners are keen on, due to people having to come to the surgery and sit and wait to be seen sometime during the morning, this would not be ideal for elderly patients especially in the winter months. The surgery will be doing its own survey in the coming months and hope for a truer reflection on the views of our patients. The NHS is also looking at ways to help patients by using digital technology, we will soon find out the preferred service we can choose to use for online consultations and triage, I will keep you updated when I know more. To help free up some GP appointments there is a now a skin lesion clinic held at the Primary Care Centre, please phone reception who will ask you some set questions, if you meet the criteria, you can call and book an appointment to get the skin lesion/mole checked and an idea of the next steps within a day or two. Spec Savers Minor Eye Clinic is also very good for any eye problems, you no longer need to see your GP, and these are NHS commissioned services.

Staff Update: - Dr Divya Duvvapu registrar to Dr Kennedy is now on maternity leave, she will complete her GP training at Ardleigh Surgery. Dr Zafar Khuwaja completed his training with us and is now working as a Salaried GP at Ambrose Surgery. Dr Mohamed Zaghloul finished his GP training and will continue his training as a consultant gynaecologist. We look forward to welcoming four new GP Registrars in August.

COVID/Flu Vaccines: - The surgery has finished giving Covid Vaccines for the Spring Booster programme. Flu clinics will commence in October, we will be sending text messages very soon for you to book your appointment with us.

West Bergholt and Nayland Surgery Update: - No updates for West Bergholt or Nayland Surgery.

Dementia Café/Coffee Morning: The Dementia Café and Coffee Mornings continue to be extremely popular. The PPG Committee have organised events through to February 2025 and would appreciate any volunteers to help at these occasions as the numbers of patients attending are increasing each month.

Coach Trip: - The coach trip to Aldeburgh on 16th August still has a few spaces left. The coach will pick up on Butt Road, stopping at Ipswich Road and Snape Maltings before going to Aldeburgh. We expect to return to Colchester around 6pm. If you would like to go on the trip, please give Yas your £15 payment.

Any Other Business: -

1. JL – Minor eye clinic is good, but they issue private prescriptions that patient would have to pay for. Suggest we put some leaflets and posters in reception to let patients know of this service.
2. Broomfield Hospital had called a patient who they were seeing and asked inappropriate questions regarding Wills and Power of Attorney, TR will investigate this.
3. BM – asked about LTC reviews and all attending today discussed how different these have been for patients, TR will feed this back to the Nurse Manager Pat. Patients can view their historical records by completing a form for their GP to sign, information before 2001 will be recorded in their Lloyd George Notes which is filed as an attachment in the patients record.
4. TR – Thanked all the PPG for their continued support.

1. Date of Next Meeting: - Friday 18th October 2024 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)
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 Returning to work – based at CMC
Dr Poonam Rai(F) Dr Zohaib Khan (M)	Dr Gowrie Devaraja (F)
Dr Rabia Afzal (F) Dr Umoetok Umoetok(M)	