

## Meeting

Patient Group Meeting 11.30am

Friday 18<sup>th</sup> October 2024 at Creffield Medical Centre

**PRESENT:** Tracey Rowles – chair

Note taker: - Tracey Rowles	
Yas Braddon	Sarah Orr
Ann Roughan	Judith Lavender
Helen Mockford	Barbara May
Linda Clifton	Steve Garratt
Jenny Rose	

**This Meeting was face to face.**

**Apologies:** - Christine Manning, Bill Frame, Colin Ling, Roger Buston, Brenda Scragg and Jenny Stevens (who has moved and resigned from PPG).

**Minutes & Matters arising:** - Minutes from previous meeting were agreed. Rashida the Practice Manager from Turner Road Surgery who attended our July meeting held her first PPG Meeting in August, which was very successful.

**Surgery Update:** - The GP Survey was discussed again to explain to those attending that the survey had been sent to only 300 patients of which 107 replied. The GP Partners and Management do not think this can be a true reflection with such a low response rate. The surgery will be sending it's own short survey to patients in November via text message. The gym has not been used by patients, we are waiting for more staff to use the gym, a GP Registrar from West Bergholt is a personal trainer and would like to offer one to one sessions for staff. I hope that patients will be able to use the gym in the future and apologise for the delay. The Extend Exercise class which was held at the surgery and had to move once the gym was built is now held at Highwoods at 2.15pm on the 2<sup>nd</sup> & 4<sup>th</sup> Friday of the month. Our new phones will be installed over the coming weeks. There will be a call back feature where the caller can request a call back from the surgery once they reach number one in the queue, this is only an option and you can still hold. More people will be able to get into the queue than the current number of 50 callers as this is not enough at 8am on a Monday morning. The partners and management team have a strategy meeting planned for November where Triage of patients will be discussed. A number of surgeries in North East Essex are using a Total Triage system, where all patients request an appointment via online service or by phone, the patient is then contacted with an appointment or an answer to their problem, the surgeries that have started this system say it is working well for them. The PPG attending today have voiced their opinion they would not be keen on this system, they have concerns for the staff, that it will be too much work and for the patients who do not use online services. There was good feedback from the PPG attending today for Long Term Condition (LTC) reviews, which are held in the birth month of the patient at the surgery. PPG also gave good feedback regarding Minor Eye Clinics, held at local opticians and the Skin Lesion Clinic which is held at the Primary Care Centre both of these services directing patients away from the GP Surgery to see a specialist in a timely manner.

**Staff Update:** - We are pleased to announce that Dr Rabia Afzal is now a fully qualified GP after passing her last exam this month. The Medical Group currently has 9 trainees, 8 based at Creffield and one at West Bergholt. The GP Trainers are keen to train new GP's but this does reduce their own time seeing patients, but without new GP's qualifying we will see the demise of surgeries in the future, so it

is a fine balancing act. Bailey our paramedic has left to relocate to his hometown in Yorkshire, his minor illness clinics will be replaced by Janine Long (Nurse Practitioner). We have also recruited two Practice Nurses for the treatment rooms at Nayland and Creffield.

**COVID/Flu Vaccines:** - The surgery has opted out of giving Covid Vaccines due to the financial restraints. Flu Vaccine season has started, more clinics will be put on over the coming weeks, although a high number of patients have attended the pharmacy. From your feedback today, I will update our nurse manager that next year we need to have follow up clinics on the system for those patients who cannot attend the big 'Flu Day' at their local surgery. A big thank you to Alan for taking control of the car park at Creffield.

**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, including the Christmas Party on 19<sup>th</sup> December, they would appreciate any volunteers to help at these occasions as the numbers of patients attending are increasing each month. We received the news last week that St Cedds Church will not be able to accommodate us next year. Yas and Rosie are looking at a new venue, also in Shrub End for us to hold the Café and Coffee Mornings, we may need to change the days for the café/coffee morning but I will keep you updated.

**Coach Trip:** - The coach trip to Aldeburgh in August was very well attended and everyone had a lovely day out. The members attending today are keen to book Kings Coaches again for next year – the date of Friday 15<sup>th</sup> August 2025 was decided, with Woodbridge/Felixstowe and Maldon suggested as the destination, but no final decision was made, TR will provisionally book the coach.

**Any Other Business:** -

1. BM – Asked how we invited the Dementia patients to the Café. Most of the patients have heard by word of mouth, although invites are sent to all on the Dementia register and Yas advertises on the front desk at Creffield.
2. SO – Asked if our GP's are taking industrial action – the answer is no.
3. TR – Thanked all the PPG for their continued support.

**1. Date of Next Meeting:** - Friday 17<sup>th</sup> January 2025 at 11.30am at Creffield Medical Centre.

<b>CMC Team One</b>		<b>CMC Team Two</b>	
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)
<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 Mamatha Sarthi	(F)		
Dr Mo Nkanor	(F)		
Dr Alice Parr (F)	Dr Ana Bhaskar (F)		

<b>GP Registrars -based at CMC</b>	<b>GP Registrar - based at West Bergholt</b>
Dr Rabia Afzal (F) Newly Qualified	Dr Tasnima Lucky (F)
Dr Mohammed Ahmod (M)	
Dr Donald Edogiawerie (M)	
Dr Gowsika Yogeswaran (F)	
Dr Farideh Jamal (F) Dr Nikhil Tomar (M)	
Dr Poonam Rai(F) Dr Zohaib Khan (M)	