

**FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MINUTES OF A HYBRID MEETING HELD ON ZOOM MONDAY, 3 JUNE 2024 @ 3.00 pm**

**Present:** Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Denise Ingamells, Karen Kent, Harold Moth, Lynn Murcutt, Graham Sturt, Adele Trainis, Sharad Varas, Andrew Watson,

**Apologies:** Caroline Adeagbo, Natasha Taylor,  
Ruth Diamond attempted to join virtually but was unsuccessful

<b>No</b>	<b>Item</b>	<b>Action</b>
1	<b><u>Welcome &amp; Apologies for Absence</u></b> The Chair welcomed everyone to the meeting – apologies received as stated above.	
2	<b><u>Minutes of the last meeting</u></b> Were accepted.	
3	<b><u>Matters arising from previous meeting</u></b>  <b><u>Item 3</u></b> AT had experienced a problem when attending an appointment, despite using the self-checking screen she was not called and was left waiting for a long time. When checking with reception she was told she had been marked as a DNA. She was still able to see the clinician. AW said that this does happen from time to time and it is usually due to not completing the whole check-in procedure on screen. The Chair suggested that staff on reception be encouraged to pay attention to those showing as DNA and maybe calling out their names if they can see patients have been waiting a long time. AW said he will speak to Julie and Jaquie about this.	AW
4	<b><u>Practice Manager's Report</u></b>  <b><u>Staffing</u></b> No change since last meeting.  <b><u>Complaints.</u></b> 1 has been received concerning AW who had removed a patient from the list after he threatened a member of staff.  1 was not appropriate as it concerned patient not being able to access the NHS App.  <b><u>Premises</u></b> The first two stages have been passed, it remains to agree terms with Property Services but it is hoped rooms will be available again next month.  <b><u>Appointments 20/04/24 – 31/05/24</u></b> Appointments Offered 7284 Booked Appointments 6094 Did Not Attend 634  <b><u>Immunisations</u></b> Shingles 73% Covid 75+ 48%  The covid figures include all patients registered at FCMC regardless of where vaccines were administered (eg at pharmacy, at home or at FCMC) for those aged 75 years plus and those with a weakened immune system.	

	This spring booster immunisation scheme closes 30 June and a new winter scheme will commence in September.	
5	<p><b><u>Weight Management Options</u></b></p> <p>In answer to a question about AW explained that there are two options in Redbridge,</p> <p>i) if the patient is Pre-Diabetic, or has typ1 or 2 diabetes or is hypertensive, the can be referred to the NHS weight management programme.</p> <p>ii) If they are none of these and fulfil the BMI criteria then they are referred for exercise on referral which is run by Vision.</p> <p>Currently there is no tier 3 available in BHR.</p> <p>Texts are sent periodically to registered patients who fit these criteria but they are limited to 150 places although up to 450 invites may be sent.</p> <p>There was some discussion about the fact that this is an example NICE approving a drug for NHS use (eg weightloss medication) but it is not available from NE London ICB/BHR which does not have a tier 3 provision which is a requirement to prescribe this medication.</p>	
6	<p><b><u>Any Other Business</u></b></p> <p>PPG members raised the following matters:-</p> <p><u>Foundation Doctors</u> – AW explained that there are two year two foundation doctors working at the practice under the supervision of Dr Mehta. They do therefore often need to check with Dr Mehta prescribing guidelines or criteria for referrals which maybe confusing for patients who are seeing a doctor but don't realise they are not yet qualified as a General Practitioner, (although they will have completed their 6 years training to qualify as a doctor). Physician Associates only study for 2 years to qualify.</p> <p><u>Blood Pressure Monitoring</u> – one member had called 111 as home blood pressure reading was excessively high, an ambulance was called but when arrived paramedics confirmed blood pressure was okay. On investigation it seemed that the home monitor was not giving accurate readings and was quite old. Some pharmacies charge for taking blood pressure readings but Pyramid Pharmacy in Barkingside High Street offers free checks and there is also a machine in the reception area at Fullwell Cross that patients can use themselves.</p> <p><u>Requesting documents for private health insurance providers</u> – one member asked how this can be done. AW suggested the best method to be filling out an online contact form as it maybe that a consultation should be held first with a clinician. Providers do vary in what they require.</p> <p><u>Weight Management Invitations</u> – one member had received an invitation but on replying was told there were no places available. AW explained that text invites are sent periodically to registered patients who fit these criteria</p>	

	<p>but they are limited to 150 places although up to 450 invites may be sent. The invitation is to contact the social prescriber who would make the arrangements.</p> <p><u>Infected Blood Scandal</u> – AW confirmed that this had not affect any registered patients.</p> <p><u>Prescription Guidelines</u> – GPs are more limited as to the drugs they are able to prescribe as opposed to hospital doctors who have access to a wider choice.</p> <p><u>Medication Review</u> A PPG member had received a text to make an appointment for a medication review. She had responded and booked an appointment and received a text confirming the appointment at the surgery. However, on attending she was told it was a phone consultation and not a face to face which was an inconvenience but may have been more of a problem for less mobile. AW said that an additional notification should have sent advising patient not to attend the surgery as it was a phone consultation. It is a software problem which is hoped will be resolved.</p>	
7	<p><b><u>Date of Next PPG Meeting</u></b> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday 5<sup>th</sup> August 2024 at 3.00 pm</p>	AW/ALL