

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF VIRTUAL MEETING HELD MONDAY, 16 JANUARY 2023 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells. Harold Moth. Lynn Murcutt, Graham Sturt, Andrew Watson,

Apologies: Caroline Adeagbo, Adele Trainis

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u> The Chair welcomed everyone to the meeting – apologies as stated above.</p>	
2	<p><u>Minutes of the last meeting</u> Were accepted.</p>	
3	<p><u>Matters arising from previous meetings</u></p> <ul style="list-style-type: none"> i. Apointment flowchart– is still work in progress ii. The external plaque is being updated iii. Current minutes are on the website but not yet on the noticeboard in the surgery iv. Staff have been reminded to turn their “out of office” on when on leave to avoid delays to prescription approvals v. A booklet is available from reception giving information about the services provided – this is updated annually usually in April 	
4	<p><u>Practice Manager’s Report</u></p> <p><u>Practice Staff</u> The phlebotomist did start work as planned and now the service can be extended to Wednesdays. A nurse trainee is leaving at the end of January but there is adequate cover available with other nursing staff. A full-time receptionist was recruited but failed to start work but a new part-time receptionist is in post. Dr Mala has retired – Dr Mehta is taking on her child development role. It is proving impossible to recruit salaried GPs or new partners so the practice is having to use GP locums for cover which is very expensive.</p> <p><u>PCN Staff</u> An additional physiotherapist has been employed but the PCN is still looking to recruit 2 physician associates and 1 clinical pharmacist.</p> <p><u>Complaints</u> Complaints continue to be received focussing on difficulty getting through on the phone – none have been clinical. There has been one complaint about technology.</p> <p><u>Premises</u> The practice is progressing with the plan to have a portacabin.</p> <p><u>Immunisations</u> Data to follow.</p>	AW

	<p><u>Triage Procedure</u> This is initially done by the care navigators who answer patients calls but the doctors also look at the list and redistribute calls if considered appropriate.</p> <p><u>Klinik</u> This online system is being used by the PCN for out of hours consultations (evening and Saturdays) but is yet inactive for FXMC so can only be accessed via the PCN website https://newcrossalliancepcn.net/ it involves completing an online form giving details of the reasons for requesting an appointment.</p> <p><u>Current pressure on NHS</u> The practice has not experienced repercussions of this despite the media reporting that A&Es are overwhelmed due to patients not being able to get GP appointments.</p> <p>The practice manager was asked how many patients a GP would expect to consult with in a day – AW answered 25 per clinic therefore 50.</p>	
5	<p><u>Presentation by Diabetes Specialist Nurse</u> A diabetes specialist nurse joined the meeting at this point to give a presentation about community services for diabetic patients - see appendix. She then left the meeting before agenda item 6</p>	
6	<p><u>Any Other Business</u></p> <p>HM had visited Fullwell Cross Library to enquire about room hire charges and was told there is a 3 hour minimum charge of £17 per hour in the morning and £11 per hour in the afternoons. HM will follow this up as he would like to speak to the manager to ask if there is any flexibility around charges.</p> <p>It was agreed that today's presentation had been very informative and it would be good to explore other community health services. Several members expressed an interest in finding out more about non-medication services for mental health/well-being. KK agreed to follow this up with Talking Therapies (NELFT) to see if it would be possible for a representative to attend the February meeting.</p>	<p>HM</p> <p>KK</p>
7	<p><u>Date of Next PPG Meeting</u> (to be held virtually over Zoom)</p> <p>Monday 27th February 2023 at 3pm</p>	ALL