

## FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

### MINUTES OF VIRTUAL MEETING HELD MONDAY, 19 OCTOBER 2022 @ noon

**Present:** Jennifer Hobbs-Hurrell (Chair), Ruth Diamond, Karen Kent, Lynn Murcutt, Graham Sturt, Adele Trainis. Natasha Taylor, Andrew Watson

**Apologies:** Caroline Adeagbo, Judy Berkowicz, Denise Ingamells. Harold Moth

<u>No</u>	<u>Item</u>	<u>Action</u>
1	<p>The Chair welcomed everyone and explained that this was an extraordinary meeting with only one agenda item – that of the Practice Manager’s Report as there were some matters arising from the meeting held on 9<sup>th</sup> October.</p> <p><b><u>Enhanced Access</u></b> AW explained that this was a new arrangement that started 1.10.2022 offering evening and Saturday access for routine medical appointments. Fullwell Cross Medical Centre had chosen to partner with Newbury Park Health Centre and Hainault Surgery to provide access to these. Patients registered at other GP surgeries would have to go to Loxford Polyclinic for this facility.</p> <p>Evening surgeries are held Monday &amp; Tuesday at Fullwell Cross, Wednesday &amp; Thursday at Newbury Park with Friday evening and Saturdays alternating between the two venues. If patients request a particular venue they may either have to wait longer for a face to face consultation or have a telephone consultation.</p> <p>The Saturday clinics are completely nurse led providing routine procedures eg immunisations, smears.</p> <p>One member of reception staff has been trained to date on this new system and this will be extended to other staff members.</p> <p>Appointment requests can be made via completing an online request at the newcross alliance primary care network website <a href="https://newcrossalliancepcn.net/">https://newcrossalliancepcn.net/</a> - this information is then triaged by a GP and appropriate appointment provided.</p> <p>Doctors Mehta and Dhillon are currently triaging for FXMC and Doctors Clarke and Sood for NPHC – the hope is to employ locums for this task but recruitment is proving extremely difficult. Appointments could be face to face or by telephone as appropriate.</p> <p>Previously to this urgent evening and weekend appointments were available from the hub – this is going to continue until 31.3.2023 but with fewer appointment slots being available.</p> <p><b><u>Vaccinations</u></b> AW will email data to the Secretary for forwarding to PPG Members.</p>	AW/KK

	<p><b><u>Face to Face Appointments</u></b>  There is only one “clean” examination room which the doctors clean between patients. Therefore, if a patient arrives at the surgery requiring a face to face appointment they will often be asked to return home and to await a call from the surgery to come back.</p> <p><b><u>Recorded Message</u></b>  AW will check this as some members said the current message is confusing implying that GP appointments can be made online.</p> <p><b><u>Viewing Patient Records</u></b>  These can be viewed via the NHS App or if a patient does not have a smart phone but has another internet device they can be accessed via the web. NT agreed to send the Secretary web address details to distribute to PPG members.</p> <p><b><u>Flowchart of routes to appointment</u></b>  AW agreed to attempt to devise a notice that could be displayed in the surgery so that patients are better informed of how to access services.</p> <p><b><u>ACR Home Testing Kits</u></b>  A member shared her experience of being sent a test to do at home, this was followed by a very assertive phone call from the company outsourced to manage these tests. The caller explained she was calling on behalf of FXMC but was quite insistent in her manner which could upset vulnerable patients. The requirement is to do the test, take a photograph of the result and upload it to the company. When the PPG Member asked the caller what people who do not have smart phones, or can not use technology. could do the reply was to ask neighbours or friends/family. AW said he was not aware that this company’s callers were being so assertive to patients and will follow up. He explained that for patients unable to use this technology the urine test could be performed at the surgery. This task has been outsourced to an external company. Healthy.io is a health care company offering remote clinical testing and services enabled by smartphone technology</p>	NT/KK
2	<p><b><u>Date of Next PPG Meeting</u></b> (to be held virtually over Zoom)</p> <p><b>Monday 28<sup>th</sup> November at 3pm</b></p>	ALL