

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF VIRTUAL MEETING HELD MONDAY, 28th FEBRUARY 2022 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair); Ruth Diamond, Denise Ingamells; Karen Kent; Harold Moth; Lynn Murcutt; Graham Sturt, Adele Trainis; Andrew Watson

Apologies: Caroline Adeagbo; Judy Berkowicz, Kay Demby; Ken Demby;

No	Item	Action
1	<p>Welcome & Apologies for Absence</p> <p>The Chair welcomed everyone to the meeting and gave apologies as listed above. The Chair explained that CA is glad to receive minutes of meeting but still does not have the facility to join online.</p> <p>The Chair requested that AT pass the PPG's best wishes for a full and speedy recovery to Ken and Kay Demby who have both been in hospital.</p>	
2	<p>Minutes of the last meeting</p> <p>Were accepted.</p>	
3	<p>Matters arising</p> <p>Telephone Message –Now resolved and message has been changed</p> <p>Flowchart– Still outstanding</p> <p>Staff Name badges – these are being organised to display first names only</p> <p>Notice boards – PPG minutes are now displayed</p> <p>Guidance for Hearing Impaired Patients - HM raised this issue again to request guidance be added to the website</p> <p>Tender to provide e-consultations – the outcome will be known at end of March</p> <p>HbA1c fasting blood test - Staff have been advised that if history of DM in family, this test should be authorised</p> <p>Repeat Prescriptions Processing Times – AW had checked with some pharmacies who said that there had not been any delays. DI will send details of a long delay for a prescription being handled by Pharmacy2U as they had reported that the delay was waiting for approval from the practice. AW will investigate.</p> <p>Long Covid –Texts to patients are now scheduled to go out every 3 months, also there is now a referral service for post and long covid, (details below were emailed outside of meeting- see information in italics below). LM pointed out that she had not had a follow-up text post Covid diagnosis.</p> <p>Post Covid</p> <p><i>The number of people with Covid-19 symptoms that are lasting more than four weeks after first being diagnosed is increasing, so we are making sure we can provide the information that patients, their family and friends need.</i></p> <p><i>Patients living in Havering, Barking and Dagenham, Redbridge and Waltham Forest who are experiencing symptoms such as breathlessness, fatigue and “brain fog” (feeling confused or unable to cope) will benefit from a range of support services which are now available.</i></p>	<p>AW</p> <p>AW</p> <p>AW</p>

	<p><i>If a patient is between four and 12 weeks they can refer to the information available in the 'further information' sections below or speak to their GP.</i></p> <p>Long Covid</p> <p><i>Long Covid refers to people with Covid-19 symptoms that are lasting more than 12 weeks after first being diagnosed.</i></p> <p><i>Locally, this work has been developed with our hospital providers (Barts Health and Barking, Havering and Redbridge University Hospital Trust (BHRUT)), our community health provider (North- East London Foundation Trust (NELFT), our GPs and commissioners representing each local area across our boroughs.</i></p> <p><i>These services will work across GP's, hospitals and community services and will include:</i></p> <ul style="list-style-type: none"> • <i>Initial assessment and screening by GPs to get a better understanding of their symptoms and check nothing else is causing them</i> • <i>Specialist clinics with professionals involved</i> • <i>All referrals will be reviewed by a specialist</i> • <i>Community based rehabilitation service with patient's being seen locally which will offer:</i> <ul style="list-style-type: none"> ○ <i>patient centred rehabilitation</i> ○ <i>support in dealing with long covid emotionally and mentally as well as physically</i> ○ <i>access to extra support based in communities for help with things such as finances and supporting healthy lifestyles and the recovery journey</i> ○ <i>access to NHS apps to help patients to help themselves</i> <p><i>The aim is that people suffering from Long Covid have access to the appropriate support they need to help them to recover fully. People from the following areas can access the services:</i></p> <ul style="list-style-type: none"> • <i>Barking & Dagenham, Havering and Redbridge</i> (joint service at King George Hospital and in the community): <i>Patients need to be referred into our services by their GP.</i> 	
4	<p><u>Practice Manager's Report</u></p> <p><u>Staffing</u> New physician associate starting tomorrow, the Mental Health Practitioner has resigned.</p> <p><u>Further Vaccination Rollouts & Clinics</u> Paediatric vaccinations have arrived today, so clinics will start next week. Evening adult covid clinics are continuing Monday & Friday evenings (5-6.30pm)– both booked and walk in appointments are available. It is anticipated that additional covid vaccinations will be delivered to patients aged 75+ and the immuno compromised after Easter with a further vaccination rollout for more ages next autumn. Eligible patients will be able to book via the national booking service or calling 119.</p>	

	<p><u>Complaints</u> –1 clinical, 3 appointment-related</p> <p><u>Premises</u></p> <ul style="list-style-type: none"> The carpark barrier has been replaced but has developed an electrical fault and so is currently in the raised position. An A-frame was in place advising that the car park was reserved for staff but had been driven over. Another room is being converted to be used for telephone consultations. <p>Consultations – these remain predominately telephone but the physician associate and clinical pharmacist will be moving to face to face appointments. Masks remain mandatory within the building but footfall is increasing.</p>	
6	<p><u>Any Other Business</u></p> <p>The Chair asked PPG members in turn if they had any other business</p> <p>HM – mentioned the concrete bollards which have been lying outside for years – it was agreed that it would be best if they could be removed.</p> <p>JHH asked about childhood vaccinations as there had been a lot of media reports of national low take up. AW confirmed that MMR is always problematic getting parental consent due to the misinformation in the past about a possible link to autism. FXHC only offers the 3in1 vaccination but are aware that cases of measles are increasing in the UK although not as yet at the practice. JHH asked if staff would recognise a case of measles if it did present and suggested maybe this could be a topic for refresher training. Other childhood vaccinations usually have a good take up but a HCA follows up parents who do not attend and encourages them to bring their children for vaccination. Childhood vaccinations are not mandatory though so can't be enforced.</p> <p>LM – said she had recently received a phone call from the practice indicating she had a recent serious diagnosis which was a shock to her – the staff member later rang back to apologise as the information was not correct. AW explained this had been as a result of an administrative coding error when inputting data from a recent hospital appointment.</p> <p>AT expressed her thanks to the FXHC team as she has recently been contacted and asked to participate in some health screening including testing blood pressure over a week which had been very reassuring.</p> <p>DI said likewise she had been selected for some monitoring.</p> <p>KK shared that she had recently had a meeting with a staff member from Positive East promoting a project in partnership with Barts NHS Trust and Queen Mary University of London to raise awareness and increase the uptake of medication (pre-exposure prophylaxis known as PrEP) amongst women (with an emphasis on women of black African descent) which can prevent HIV infection. The project is working across Newham Redbridge Waltham Forest and Tower Hamlets and it was encouraging to know this preventative medication is available.</p>	<p>AW</p> <p>AW</p>
6	<p><u>Date of Next PPG Meeting</u> (to be held virtually over Zoom)</p> <p>After some discussion it was decided to continue meeting via Zoom for the time being. The Chair suggested inviting guest speakers to future meetings such as Whipps Cross Hospital Development Team and Redbridge Healthwatch. This was agreed and KK will undertake to invite a guest speaker to the next meeting scheduled for 3pm on Monday 4th April.</p>	<p>ALL</p> <p>KK</p>

