

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A HYBRID MEETING HELD ON MONDAY, 9 JUNE 2025 @ 3.00 pm

Present: Jennifer Hobbs-Hurrell (Chair), Caroline Adeagbo, Judy Berkowicz, Ruth Diamond, Denise Ingamells (part), Karen Kent, Harold Moth, Graham Sturt, Adele Trainis, Andrew Watson

Apologies:, Lynn Murcutt, Natasha Taylor, Francine Warren

No	Item	Action
1	Welcome & Apologies for Absence The Chair welcomed everyone noting apologies as listed above.	
2	Minutes of the last meeting Were accepted.	
3	Matters arising from previous meeting <u>Item 3 - premises</u> Use of the three rooms for face to face consultations has still not been resolved but AW has a meeting shortly with Property Services. <u>Item 6</u> <u>Letter to Wes Streeting</u> The Chair has emailed Wes Streeting with an invitation to attend our September PPG Meeting – an acknowledgement of receipt has been received. JHH will follow this up – HM reported that he had mentioned it to WS when he had seen him recently and he seemed to be aware of the invitation. <u>Staff name badges</u> – AW will follow up on this as some new staff have not been allocated badges but also there may be some reluctance about wearing them. <u>Approval of Prescriptions</u> RD suggested that patients should be told in a telephone call if a requested prescription item is refused instead of them only finding this out when attending pharmacy to collect medication. AW asked RD to send him details of the specific incident that had caused her concern. AW explained that if a medication had not been requested for 3 months it would automatically come off repeat prescription. Also the practice is no longer accepted paper medication requests from pharmacies – electronic only.	 JHH AW RD
4	Practice Manager's Report <u>Staffing</u> - two receptionists have left, one has been recruited <u>Appointments 1/5/25 – 31/5/25</u> Appointments Available 4675 Appointments Booked 4045 Did Not Attend 478 The committee expressed concern that the DNAs are running around 10% and that many patients are still not notifying non-attendance. AW confirmed that cancellations can be notified on NHS app or by email. AW	

	<p>had enquired the DNA percentages experienced by other practices and was surprised that one practice had an 18% DNA rate – 10% seemed to be the average. Patients are taken off the list after 3 DNA's however in practice this only affects 2-3 patients a month as most do take note of the warning letter.</p> <p><u>Complaints</u> 1 about attitude of GP</p> <p><u>Immunisations</u> The only currently data available: Shingles 83% Covid 36%</p> <p><u>Premises</u> A baby changing and breast-feeding room is now available situated between rooms 5A and 6 in what had been a PPE storage room. Signage is being displayed around the building. The Chair asked that thanks be passed onto all the staff involved in preparing this and the Committee agreed that this was a very valuable addition to the facilities. KK to forward the photograph around to committee with the minutes.</p>	<p>AW</p> <p>KK</p>
6	<p><u>Any Other Business</u></p> <p><u>Local housing developments</u> – a PPG member asked if these had impacted on numbers registering as new patients – AW said on average 300 patients a month register with the practice.</p> <p><u>Pharmacy First Scheme</u> – a PPG member asked how this integrates with the practice. AW explained that if an online contact form is received at the practice describing symptoms of the seven conditions that a pharmacist was able to treat and prescribe then the enquiry would be bounced back to the patient telling them to go to the pharmacy.</p> <p><u>Query over patient correspondence</u> – one PPG member had received a message asking her to make an appointment regarding correspondence received but when she contacted the practice the correspondence could not be located. AW will follow up.</p>	
7	<p><u>Date of Next PPG Meeting</u> As previously discussed, the next hybrid meeting is planned for either September 15th or 22nd depending on availability of Wes Streeting MP to attend. The Chair will follow up on the invitation sent to him and the Co-Chairs and Secretary will notify PPG members of the confirmed date at the beginning of September. In the meantime, it would be appreciated if both dates could be reserved.</p>	<p>ALL</p>