

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF VIRTUAL MEETING HELD MONDAY, 13th JUNE 2022 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Denise Ingamells. Harold Moth. Graham Sturt, Adele Trainis. – Natasha Taylor part meeting

Apologies: Caroline Adeagbo, Ruth Diamond, Kay Demby, Ken Demby, Lynn Murcutt, Andrew Watson

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u> 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>	
2	<p><u>Minutes of the last meeting</u> Were accepted.</p>	
3	<p><u>Matters arising</u> AW had emailed comments as follows:-</p> <p><u>Flowchart</u>– this is on hold as the appointment system may be changing as the new network contract states appointments provided until 8pm weekdays and 9am-5pm Saturdays.</p> <p><u>Tender to provide e-consultations</u> – the practice is changing from e-Consult to Klinik, which has more AI functionality.</p> <p><u>Repeat Prescriptions Processing Times</u> – AW has written to Pharmacy2U but not had a reply.</p> <p><u>Parking barrier</u> – repairs should be made today.</p> <p>There was some discussion amongst PPG members about repeat prescriptions processing times – members using Patient Access online or NHS App to order repeat medications find it works well but those who used the service that their respective pharmacies orders medication on their behalf are experiencing delays especially the former Wells Pharmacy and Tesco where the practice seems to be held in very low regard.</p> <p><u>Guest Speakers</u> – the Chair confirmed that their presentation had been very interesting and worthwhile.</p>	
4	<p><u>Practice Manager’s Report</u></p> <p>AW had emailed comments as follows</p> <p><u>Staffing</u> Practice Nurse Jo left at end of May, new nurse interviewed and accepted, starts 1st September.</p> <p><u>Network Staff</u> Zaynab, Physician Associate leaving in September Adrian, Paramedic starts on 20th June We currently advertising for the following positions:- Physician Associate & Clinical Pharmacist</p>	

Vaccination Clinics

We are running one clinic per week, 4:30-5:30 for 5-11 year olds and 5:30-6:30 for 18 year olds and above. Currently there is no Pfizer supply for 12-17 year olds - 5-11 year old clinics are full every week

Complaints - 1 clinical complaint regarding late reading of a blood test result

Premises – rubbish has been cleared.

Consultations - changes to types of appointments, we are looking at making all of our locum appointments face 2 face.

CQC Inspection – CQC inspection went well, no change to current rating of “Good”

Natasha Taylor, PA to the Partners & Practice Manager joined the meeting at this point and was able to expand on AW’s comments as follows.

Staffing – PPG members asked what nursing cover was in place following Jo’s departure until new nurse starting 1st September. NT said that the practice currently employs two practice nurses Kiran and Halima who are both qualified to carry out all procedures including smears. The only diagnostic test that cannot be performed at the practice is for COPD as they no longer have a spirometer, and there are lots of new pop-ups offering this service.

CQC Inspection – DI requested that the PPG Chair be notified in future of CQC inspections. NT explained that this was a short notice telephone consultation but would feed back to AW. DI checked the CQC website but the report has not been updated yet. NT noted to inform PPG when this is available.

NT

NT

Covid Immunisations – a question was asked about availability of immunisations for housebound 75+ years old patients who have not yet received their fourth dose. NT said that Pfizer vaccinations are in very short supply so Moderna is used for adult vaccinations. Moderna comes in phials containing 20 doses so the practice needs to fully utilise these and not waste any vaccines. It is planned to implement housebound immunisations shortly scheduling 20 home visits and maybe liaising with the Friday 24th June adult clinic to use all doses remaining in phials. The practice has Pfizer vaccinations for 5-11 year olds, which is a much smaller dose and are trying to source a Pfizer supply for the 12-17 year olds. It has not been confirmed if there will be an autumn booster and maybe a 5th dose for immunocompromised patients.

Blood Test results – NT confirmed that these are reviewed by the referring physician or if that person is on annual leave it should go to another doctor for review.

Consultations

Natasha said that practice was moving to Klinik for future e-consultations which takes patient step by step through the process and will then signpost to the most appropriate person eg pharmacist, nurse, GP etc
Feedback from patients is a desire for more face to face appointments so locum doctor and Pam's nurse practitioner's consultations are being offered face to face. Also looking to introduce the option to book appointments online again. Patients can request a video consultation if they prefer but feedback seems to be a preference for face to face.

Repeat Prescriptions – Members shared with NT their earlier discussion regarding delays being experienced by patients using the service offered by pharmacies to order medication on their behalf. NT stated that within the last four weeks a NHS England update led to nominated pharmacies being missed from patient records with the outcome that prescriptions were misdirected to other pharmacies. Staff had to actually deliver printed prescriptions to the correct nominated pharmacies to rectify this situation. The practice guidance is that 3 working days' notice should be given for repeat prescription requests (telephone requests not accepted). Prescriptions are signed at the end of morning clinic and evening clinic therefore if a patient is prescribed medication during the afternoon which needs sign off by a doctor the patient will be told that the prescription should be available after 6.30 pm.

The Chair asked if the issues were down to volume and capacity. NT said that there is staff back up and it is not only the prescription manager that deals with this task. Two local pharmacies have experienced technical issues recently resulting in missing prescriptions/records. Another problem is that there are often duplicate requests received - some pharmacies email requests, some post them second class, some hand deliver them and some put them in the practice post box. The box is emptied 4 times a day but those received late afternoon may not be processed until the following day. The practice receives about 650 emails daily so prescription requests will be amongst these. Ordering via the NHS App or online using Patient Access means the request goes straight to the patient's record so is the most direct way. AT suggested that a staff member visit Tesco Pharmacy to resolve issues as they seem to be quick to complain about FXMC and have said some patients are having to resort to ringing 111 to obtain repeat medication in time.

HM asked about the prescription review dates printed on the repeat prescription request issued with dispensed medication. NT agreed that this was an issue as although the dates are printed on these forms and visible to patients, they are not visible on the computer screens for staff to see. A new system update should sort this issue. HM also asked what would happen about prescriptions on a Saturday if the practice was hosting consultations then. NT said that only prescriptions issued by practitioners seeing patients on that day will be issued. Saturday staff may not be authorised to sign off prescriptions but if someone was on duty who was authorised they may. if they had time, authorise some of the electronic

	prescription requests.	
5	<p>Any Other Business The Chair asked PPG members in turn if they had any other business</p> <p>DI asked if doctors were still signing passport application forms – NT said she believed they do not sign these any more as patients are often not known well enough by GPs to confirm their likeness/identity.</p> <p>JB said she knew of a FCMC patient who had a medical emergency because a heart monitoring procedure had not been followed up on – the Chair confirmed that this was a matter for the patient to complain personally.</p> <p>AT commended the excellent treatment given by a network physiotherapist who was very professional and to whom a GP had referred her. NT said there are 3 network physiotherapists – 1 female and 2 male.</p> <p>KK requested a list of current practice staff which NT agreed to email and is attached as an appendix to the minutes. (See below)</p> <p>KK mentioned that suggestions of future guest speakers would be helpful.</p>	
6	<p>Date of Next PPG Meeting (to be held virtually over Zoom) Monday 19th September at 3pm</p>	ALL

APPENDIX – current staff

Dr Dhillon - Female
Dr Mehta - Male
Dr Suresh - Male
Dr Mala - Female
Dr Ghazali - Male
Dr Tripathi - Male
Dr Rashid -Male

Pam Dhillon – Advanced Nurse Practitioner - Female
Kiran Dhillon – Practice Nurse - Female
Halima Abubaker – Practice Nurse - Female
Eleanor Bull – Trainee Nurse Associate - Female
Kimberly Pang – Healthcare Assistant - Female

Nishma Khetani – Clinical Pharmacist - Female
Harpreet Sohel – Clinical Pharmacist - Female

Nisha Devi – Physician Associate - Female
Zaynab Yusuf - Physician Associate – Female (leaving September)

Ken – First Contact Physio - Male
Sunil – First Contact Physio - Male
Fatima - First Contact Physio – Female