

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A HYBRID MEETING HELD MONDAY, 26 FEBURARY 2024 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells, Karen Kent, Harold Moth, Lynn Murcutt, Graham Sturt, Natasha Taylor, Adele Trainis, Sharad Varas, Andrew Watson,

Apologies: Caroline Adeagbo

No	Item	Action														
1	Welcome & Apologies for Absence The Chair welcomed everyone to the hybrid meeting – apologies received as stated above.															
2	Minutes of the last meeting Were accepted.															
3	Matters arising from previous meeting <u>Item 3 c)</u> the disabled toilet is now in full working order but it is likely that the issue of the adjacent tree roots will cause further blockages. <u>Item 6:-</u> <u>Complaints</u> – (i) an apology had been given regarding the clinicians attitude (ii) the referral is being chased <u>Immunisations</u> the MMR vaccine currently offered does not contain any porcine/gelatine. RCVS are coming into the surgery one day a week to encourage take up of immunisation. Additionally, the practice is checking the patient list to identify pre-school children registered but have not had any contact as it may well be that they have moved away from the area. Item 7 – a new self check-in machine has been delivered and is due to be installed 5 th March.															
4	Practice Manager’s Report <u>Staffing</u> A new administrator (who has previous experience working in a pharmacy) is starting 4.3.24, her main duties will be to assist the Prescription Manager. <u>Complaints</u> A complaint had been received about the issuing of medication – it was not upheld as the Prescription Manager had been correct. <u>Immunisations</u> <table><tr><td>DTap</td><td>89%</td></tr><tr><td>MMR</td><td>75%</td></tr><tr><td>Pre School</td><td>69%</td></tr><tr><td>Shingles</td><td>79%</td></tr><tr><td>Flu 65+</td><td>98% (last month 78%)</td></tr><tr><td>Flu at risk</td><td>98% (last month 35%)</td></tr><tr><td>Flu 2-3 year olds</td><td>98%</td></tr></table> The Flu figures are not a true representation as the search now doesn’t include all those that haven’t responded to the invites. The true figures are	DTap	89%	MMR	75%	Pre School	69%	Shingles	79%	Flu 65+	98% (last month 78%)	Flu at risk	98% (last month 35%)	Flu 2-3 year olds	98%	
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	<p>closer to last month's data.</p> <p><u>Appointments 23/01/23 – 25/02/23</u></p> <p>Appointments offered 7,189 Booked appointments 6,014 DNA's 447</p> <p>Comments were made about the level of DNAs – the majority of these are appointments with a nurse (despite text reminders being sent) or patients falling into the category of mental health or learning disabilities. Cancellations can be made by phone, and in person between 8am and 6.30 pm weekdays or via online contact form 7.30 am – 5.30pm – therefore there is no means of notifying a cancellation outside of these hours. GS suggested the cancellation link on the website be highlighted or flash to draw it to patients' attention</p> <p><u>Building</u></p> <p>The practice has lost the use of 3 rooms, but are currently working towards getting them back.</p>	
5	<p><u>Published Report on New Appointment System</u></p> <p>The published report on the survey of patients was discussed. There had been a good response of 630 patients although only 3 had been paper copies.</p> <p>AW reported that the practice was pleased with the survey results and confirmed that the new system had freed up phone lines (eg in the last week there had been 800 calls compared to the thousands previously experienced).</p> <p>DI asked how AI is used in processing the completed forms. AW explained that this is only in as far as prioritising (attaching a red flag) to those that were medically most urgent resulting in those forms being seen first by the triaging GP. Although the policy is that there is 72 hours for the practice to respond in reality the forms are usually seen by a doctor the same day.</p> <p>HM asked about patients who may still be registered at the practice but no longer live locally. AW explained that every 5 years NHS will write to patients who are registered but have had no contact asking them to confirm they wish to remain on the register. NHS will then notify the practice of any who have not responded to the question but if a patient registers elsewhere an electronic notice will be sent to the previous GP practice..</p> <p>The report made recommendations which were discussed as follows:</p> <p>Ensure patients know that there are multiple ways to contact the surgery to book an appointment.</p> <p>This information is clearly shown on the practice website but many respondents to the survey said they did not know this. PPG members suggested that this information could be included in a future scheduled text communication – this may depend on word count.</p>	AW

	<p>Share information more widely about the other health professionals available at the centre AW felt that as this information is on the website and also on display in the practice it was not necessary to follow the recommendation to have a video about different staff roles.</p> <p>Review the online contact form with PPG members AW is currently looking into accessibility for all Redbridge patients so will consider if it would be possible to have an easyread version of the form. JB also asked about the possibility of translation into community languages. AW will report back on this and it maybe that some PPG members would like to assist with this co-design.</p> <p>Provide an information pack on how to use the online contact form AW said he did not think a step by step guide would be possible – KK suggested maybe a video demonstration would be helpful.</p> <p>Ensure the self-check in service screen is working in the reception This will be available for use from 5.3.24</p> <p>Ensure people are given information about how to manage their long-term conditions 263 patients responded to the question about managing their long-term conditions – only 43% said they had enough help from the practice and 27% were unsure. AW explained that these patients should have annual reviews and that the pharmacists were currently reviewing medication for those patients who have 5 or more prescribed medications. Several PPG members in this category said they are not currently having annual reviews – AW said it is possible for a patient to request a review.</p> <p>Explore best practice in primary care across North East London and London in general The practice does not have space to hold physical meetings for patients but it may be possible to organise webinars that patients could join to explore best practice.</p>	<p>AW</p> <p>AW</p> <p>AW</p> <p></p> <p></p> <p>AW</p>
6	<p><u>Date of Next PPG Meeting</u> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday 22nd April 2024 at 3.30 pm</p>	AW/ALL
7	<p><u>Any Other Business</u></p> <p>KK pointed out that the website was showing Dr Mala as being responsible for child health surveillance and also remarked that the website declares that each patient is assigned an accountable GP yet many hospital letters are addressed to doctors no longer at the practice. KK also suggested it would be helpful to list adult immunisations (eg shingles, pneumococcal) on website</p>	AW