

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

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

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells. Harold Moth. Lynn Murcutt, Graham Sturt, Andrew Watson, Sharad Vyas

Apologies: Caroline Adeagbo, Adele Trainis

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u></p> <p>The Chair welcomed everyone to the meeting and explained that as AW was only available for a short time that his report would be dealt with first on the agenda. DI launched the meeting but was unable to stay for the duration.</p>	
2	<p><u>Practice Manager's Report</u></p> <p><u>Practice Staff</u> A new phlebotomist is due to start on December 1st, this will free up Kim and Ellie to go back to their normal duties. Interviews are taking place for another receptionist.</p> <p><u>PCN Staff</u> An additional physiotherapist has been employed but the PCN is still looking for 2 physician associates and 1 clinical pharmacist.</p> <p><u>Premises</u> The practice has applied for funding to have a portacabin installed at the back of the building, which will have 2 consulting rooms with a view to accommodating part of the out of hours service from King George Hospital to the Fullwell Cross site. Awaiting planning permission and if all goes well the earliest this service would start will be 1.3.2023.</p> <p><u>Immunisations</u> 2382 Covid boosters have been delivered – ad hoc vaccinations are still available, but demand is low.</p> <p>Flu – over 65s 1408; 55-64 523 at risk category (eg diabetic, asthmatic) 587</p> <p>Staff will be delivering diphtheria vaccinations to asylum seekers accommodated in local hotels.</p> <p>There is still low uptake of childhood immunisations although Redbridge has performed well with the polio campaign. 13% of 2-3 year olds have had the flu nasal spray vaccine and only 25% of pregnant women. 71% of babies and 65% pre-schoolers have received their scheduled vaccinations.</p> <p>It can take a while for the practice to receive notification that patients have received their vaccinations at another NHS provider or pharmacy.</p> <p><u>Complaints</u> Complaints received have focussed on difficulty getting through on the</p>	

	<p>phone – none have been clinical.</p> <p><u>Consultations</u> The practice has offered telephone consultations since 2017 – the current procedure is that GP will triage by phone and then invite patient to attend surgery for a physical examination if considered necessary.</p> <p><u>Repeat prescriptions</u> One committee member reported an issue where the issuing of a repeat prescription had been considerably delayed as it had been sent to a GP for approval but the GP was on annual leave. AW replied that this issue would have been prevented if the GP has put their “out of office” on which would have alerted staff to their absence.</p> <p>The Practice Manager then left the meeting.</p>	
3	<p><u>Matters arising from previous meetings</u></p> <ul style="list-style-type: none"> i. Flowchart– seems to still be on hold but needs updating ii. The plaque giving partners names on the outside of the building needs updating iii. Displaying of PPG minutes – HM said he will check the notice board when he next visits the building 	
4	<p><u>Minutes of the last meeting</u> Were accepted.</p>	
5	<p><u>Any Other Business</u></p> <p>KK – asked if anyone had suggestions for an external speaker to a future meeting. HM suggested finding out more about a new online diabetic support service.</p> <p>HM – asked if there were plans to revert to face to face PPG meetings as he may know some patients who would be interested in joining but do not have the facility for zoom. The Chair explained that the issue was that there is currently no large meeting room available at the practice.</p> <p>GS – suggested that an alternative meeting place may be a room in Fulwell Cross Library. HM offered to check hire costs.</p> <p>JB – suggested it would be useful if the practice produced flyers publicising the services available</p> <p>HM – wanted to find out if there is a printed information booklet given to new patients registered with the practice and if so is it possible for PPG members to be given a copy or sent on electronically if a hard copy is not available</p>	
7	<p><u>Date of Next PPG Meeting</u> (to be held virtually over Zoom)</p> <p>Monday 16th January 2023 at 3pm</p>	ALL