

**FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MINUTES OF VIRTUAL MEETING HELD MONDAY, 10<sup>th</sup> JANUARY 2022 @ 2.30 pm**

**Present:** Jennifer Hobbs-Hurrell (Chair); Judy Berkowicz; Denise Ingamells; Karen Kent; Harold Moth; Lynn Murcutt; Adele Trainis; Andrew Watson

**Apologies:** Caroline Adeagbo; Kay Demby; Ken Demby; Ruth Diamond; Graham Sturt

<b>No</b>	<b>Item</b>	<b>Action</b>
1	<p><b><u>Welcome &amp; Apologies for Absence</u></b>                      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 does not have the facility to join online.</p>	
2	<p><b><u>Minutes of the last meeting</u></b>                      AW had supplied written answers to questions mentioned at the last PPG meeting which he had been unable to attend.</p>	
3	<p><b><u>Matters arising</u></b></p> <p><u>Telephone recorded message</u> – This is still unresolved it seems that the problem is that the system is not accepting MP3 formats so when time permits AW will re-record the message in wave. Patients can still register for online services but the message is inaccurate as it is not possible to book appointments online – these have to be requested by phone or in person.</p> <p><u>Flowchart regarding making appointments</u> – AW has put a basic one on website but it is still work in progress due to time constraints with covid vaccination clinics taking priority</p> <p><u>Long Covid</u> - there are now 7 patients registered with this condition. DI shared that she had read an article in BMJ (British Medical Journal) which had reached the conclusion after examining 58 million patient records that GPs were underreporting Long Covid. Therefore, if only 7 patients at FXHC had been identified there may be a strong possibility of patients not being diagnosed and she asked AW if he could raise this with Dr Mehta. AW explained that the practice sends a text to patients who have tested positive for Covid after one week to ask them to contact the practice if they are experiencing any complications. DI suggested maybe the practice could send periodic follow up texts perhaps including a checklist of possible long covid symptoms.</p> <p><u>Guidance for Hearing Impaired Patients</u>                      HM raised this issue again to required guidance be added to the website</p> <p><u>Noticeboards</u>                      The noticeboards have been cleared as a lot of material was out of date and the PPG minutes will be displayed.</p>	<p>AW</p> <p>AW</p> <p>AW/ Dr Mehta</p>
4	<p><b><u>Practice Manager's Report</u></b></p> <p><u>Staffing</u>                      Another <b>care navigator</b> has been recruited and is undertaking training. Mandatory care training includes customer care and training in signposting to the most appropriate professional depending on symptoms reported.</p>	

	<p><b>Social Prescriber</b> – the length of time allowed per patient consultation is still under discussion.</p> <p><b>Nurse</b> – an additional nurse has been recruited to work 3 days a week.</p> <p><b>Salaried GP</b> – recruitment interviews are taking place.</p> <p><b>Mental Health Practitioner</b> – adjustments need to be made to working in secondary (not primary care) with regards to risk assessments.</p> <p><u>Further Vaccination Rollouts &amp; Clinics</u>  Staff have been working long hours and 9,500 vaccinations were delivered in December including a significant number of first doses in the younger age groups. At one stage queues were forming along Tomswood Hill. As the requirement for a 15 minute observation period has been removed there is now capacity to deliver 120 vaccinations per hour. Demand is now easing so the number of evening clinics are likely to be reduced.</p> <p><u>Complaints</u> – none received by practice manager.</p> <p><u>Premises</u>  New outdoor lighting has been installed at the front of the building. The carpark barriers have been replaced but developed a fault again today (stuck in the up position). Toilets are currently operational but there is always a risk that roots from the large protected tree in the grounds will protrude into the drains again.</p> <p><u>E-consultations</u> – these may be going over to an electronic triage scheme – currently out for tender.</p>	
5	<p><b><u>Provision for Diabetic Patients in Redbridge</u></b></p> <p>AW confirmed that there is only one designated provision in Redbridge which is the Diabetic Clinic in Buntingbridge Road in Newbury Park. Newly diagnosed diabetic patients should be seen there within 4 weeks of diagnosis. Patients diagnosed as pre-diabetic can be referred to the National Diabetic Prevention Programme which is a course teaching about nutrition and exercise.</p> <p>The Chair asked if there were any staff in particular who are more knowledgeable about diabetes – AW said both Dr Suresh and Nurse Jo are very experienced treating diabetes.</p> <p>AW agreed to speak to staff about the correct procedure to follow if a patient requested a HBA1c blood test due to concerns of a family history of diabetes.</p>	AW
6	<p><u>Any Other Business</u>  The Chair asked PPG members in turn if they had any other business</p> <p>DI – had been told that repeat prescriptions are taking 7 days to process. AW said that there had been a huge demand before Christmas but he was unaware of this time lag as they should be turned around in 48 hours – he will follow up with the appropriate member of staff.</p> <p>KK – confirmed that she would be interested in working with AW later in the year preparing information for palliative care patients. DI commented that she had found communication difficult in her mother’s case who lives elsewhere in Essex – AW/KK suggested she investigate” co-ordinate my care” which is designed to</p>	AW

	<p>provide patients medical history in one place which can be accessed by all professionals involved in their care including paramedics. KK also complimented AW on the updated website which now includes photographs and information about the staff team.</p> <p>JB – suggested that staff wear name badges (just first names would be sufficient) – everyone agreed that this would be a good idea and AW will follow up</p> <p>LM asked if the practice is notified if one of their patients tests positive for covid on the NHS app – AW confirmed that this is the case.</p> <p>HM – asked if the practice was aware of any changes to prescription charges to take place from April 2022 – AW said not yet</p> <p>JHH - reported the case of a neighbour who is registered at the practice and was concerned that she had not received an invite for a covid booster. JHH advised her to call into the surgery to enquire – when she did so she was told that she had not received an invite as these were only being sent by text and this patient did not have a mobile number registered. The lady felt the staff member had been offhand and should have asked for her mobile number so it could have been sorted there and then – as it was the lady felt upset and did not feel she had the opportunity to give the number. JHH suggested that maybe this was a matter for enhanced customer care training.</p>	AW
6	<p><b>Date of Next PPG Meeting</b> (to be held virtually over Zoom) Monday 21<sup>st</sup> February at 3 pm</p>	ALL