

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A MEETING HELD ON ZOOM MONDAY, 18 NOVEMBER 2024 @ 3.00 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Denise Ingamells, Karen Kent, Harold Moth, Lynn Murcutt (from item 5), Graham Sturt, Adele Trainis, Andrew Watson

Apologies: Natasha Taylor, Caroline Adeagbo, Ruth Diamond, (Lynn Murcutt notified late arrival)

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u></p> <p>The Chair welcomed everyone to the meeting noting apologies as listed above.</p>	
2	<p><u>Minutes of the last meeting</u></p> <p>Were accepted.</p>	
3	<p><u>Matters arising from previous meeting</u></p> <p><u>Item 4 - Premises</u></p> <p>The three rooms have now been connected to the IT network and are being used for telephone consultations. There is an issue with NHS Property Services saying that one of the rooms which measures 12 square metres is too small to hold in person consultations whereas the Royal College of Physicians say it is large enough.</p> <p><u>Item 4 – Appointments (DNA)</u></p> <p>It has been decided not to turn Klinik on at the weekends because of the risk to patient safety of someone using it to notify an emergency which will not be acted upon. The practice phone lines are open from 8am and it is now easy to get through on the phone to notify a cancellation.</p> <p>The likelihood is that any weekend appointments are PCN appointments and notification of these cancellations can be made using the PCN telephone system. The reported DNA appointments are purely those relating to FXMC not PCN.</p> <p>Appointments made online via the App may be cancelled on the App.</p> <p>Unfortunately, there has been some technical issues with the phone system not integrating with other Redbridge services – Redbridge uses “roaming profiles” whereas the practice system uses “fixed profiles”.</p> <p><u>Item 5 - Accessibility</u></p> <p>Wheelchair users - Staff have now been instructed to stand up when speaking to a wheelchair user so that they can be seen. AW will remind staff again about this at the next staff meeting. There is no available desk space at that work station to move the two essential computer screens to enable a clear view through the glass. The Chair asked if this can remain a live issue as accessibility is so important in case a solution may be found in future.</p> <p>Facilities for Baby Change/Breast Feeding AW said he will put up some signage stating that the practice is family-friendly and facilities are available.</p>	<p>AW/STAFF</p> <p>AW</p>

	<p><u>Item 6 – Any Other Business</u></p> <p>Self Check-In Machine – AW is unsure if NT had managed to sort the patient's reported issue with the machine</p> <p>Pathfinder Clinic -This clinic has ceased registering new patients and FXMC is gradually getting back the migrated patients.</p>	
4	<p><u>Practice Manager's Report</u></p> <p>Staffing -no changes to report</p> <p>Complaints. There have been 3 complaints -1 clinical, 1 about patient having to wait 30 minutes to see Dr (apology given) and 1 complaint about DNA warning.</p> <p>Premises See item 3 above Matters Arising.</p> <p><u>Appointments 1-31.10.24</u> Appointments Booked 7108 Did Not Attend 963</p> <p><u>Immunisations</u> DTap 81% (Babies Diptheria, Tetanus, Polio) MMR 73% Pre-School 65% (3 year 4 months) Shingles 77% Flu 65+ 61% Flu under 65 42% RSV 38% (75-79 year olds)</p>	
5	<p><u>Impact of Autumn 2024 Budget</u></p> <p>AW noted that the additional cost of the increased employer NI contributions, increase to the Living Wage and the consequential increase in pension contributions amounts to approximately £36000.</p> <p>The practice is advertising for new NHS patients to register and about 280 are doing so a month but an average of 120-130 leave each month.</p> <p>The Chair commented on the excellent Google Reviews the practice has and asked that congratulations and thanks are passed onto the staff who have put in the effort and given good customer service to warrant these reviews. AW confirmed that the practice is rated the 3rd or 4th highest Greater London practice. The practice aims to learn from all reviews but it is frustrating if a patient gives only a one star review with no explanation of why they felt that was warranted.</p>	
6	<p><u>Any Other Business</u></p> <p>PPG members raised the following matters:-</p>	

	<p>A PPG member had been told by her surgeon that if in future she needed further surgery she could ask her GP to refer her to him personally under the “Choose and Book” Scheme. AW explained that this is now known as “E Referral” and the procedure is supervised by an administrator. If a particular clinician is registered with the scheme then a referral can be directed personally to that person. Some private hospitals (eg Spire and Holly House) have NHS contracts so it may be possible to choose one of those facilities rather than a NHS Hospital. Waiting times may vary.</p> <p>Menopausal resources – a PPG member had been approached by patients wanting to know what support/resources are available to FXMC patients or are available locally. AW offered to research but confirmed that Dr Dhillon is trained to prescribe HRT.</p> <p>Physician Associates – AW confirmed that there no physician associates are employed by FXMC.</p>	AW
7	<p><u>Date of Next PPG Meeting</u> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday, 20th January 2024 at 3.00 pm</p>	ALL