

**FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MINUTES OF VIRTUAL MEETING HELD MONDAY, 17 APRIL 2023 @ 3 pm**

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

**Apologies:** Caroline Adeagbo, Adele Trainis

<b>No</b>	<b>Item</b>	<b>Action</b>
1	<b><u>Welcome &amp; Apologies for Absence</u></b> The Chair welcomed everyone to the meeting – apologies received stated above.	
2	<b><u>Minutes of the last meeting</u></b> Were accepted with a correction to point 3(ii) the cost of the portacabin installation is £200,000 not £2,000.	
3	<b><u>Matters arising</u></b> from previous meetings <ol style="list-style-type: none"><li>Appointment flowchart– this is on hold as the appointment system is changing soon</li><li>The new external plaque will soon be inaccurate though as Dr Suresh is leaving in the summer.</li></ol> <p>The Chair expressed thanks to the Secretary for arranging for Talking Therapies to present at the last meeting as her input had been very interesting and informative.</p> <p>HM reported back that the hire charges for a meeting room at Fullwell Cross Library would be £17 an hour dayrate and £22 an hour evening for a minimum of a two hour booking.</p> <p>After discussion about the option of meeting in person rather than online it was decided to try a hybrid model with the practice providing a room with a device enabling whoever wished to meet in person to join the meeting as a group via zoom. Other individuals could continue to join virtually from home.</p> <p>AW confirmed that Dr Mehta is agreeable to attend a future PPG meeting depending on his availability.</p>	AW
4	<b><u>Practice Manager's Report</u></b> <b><u>Staffing</u></b> <ul style="list-style-type: none"><li>The paramedic role is still outstanding.</li><li>An advanced nurse practitioner was offered the post but declined.</li><li>Ellie and Emily are both leaving but their roles will be taken on by Maria (a hospital nurse) and Gurjit.</li><li>Dr Suresh is leaving in June -the practice is constantly advertising for a salaried GP with no success as qualified doctors are preferring to work as locums as they can earn more without the responsibility a permanent post brings. This means that the practice is operating with locums plus partners – one locum is working 4 days a week and one 2 days a week.</li></ul> <p>The shortage of GPs is affecting many practices and some practices do not</p>	

	<p>have partners but operate with salaried doctors only under the management of the Integrated Care Board. Being a partner brings many responsibilities plus extra meetings to attend. Locums can make referrals but it left to the partners to follow up on these. FXHC patient list has increased by approx. 2000 in the last couple of years but a practice can only close it's list to new patients with the approval of the Integrated Care Board (unlike dentists).</p> <p><u>Complaints</u></p> <p>Complaints continue to be received focussing on difficulty getting through on the phone – the hope is that this will be resolved once the new system is in operation.</p> <p><u>Premises</u></p> <p>There has been no further progress regarding the portacabin.</p> <p><u>Vaccinations</u></p> <p>Covid spring boosters for those aged 75 years and over are now available to be booked through the national testing service website – first clinic scheduled for 21<sup>st</sup> April with 400 slots.</p> <p><u>Immunisations</u></p> <p>Parents do bring their babies/children for routine checks but often decline vaccinations – the preschool booster is the one with the least take up which is worrying as herd immunity needs an immunisation rate of 95% but it is running much lower than this across the borough of Redbridge.</p> <p>Immunisation is no longer compulsory now for school admission but height and weight checks are made in primary schools in reception and year 6..</p>	
5	<p><b><u>New Appointment System</u></b></p> <p>It is planned to introduce a new software system from 1st June klinikhealthcaresolutions.com. It has been successfully operating for the enhanced access appointments and also is being used successfully in other practices. Patients complete an online form answering questions about their symptoms which is then triaged by administrative staff who will then redirect to GP to triage and forward onto appropriate clinician to make contact. There are “red flags” on the system which will instruct patient to seek medical advice urgently if appropriate by ringing 111. The system can be turned on and off (eg late afternoon and weekends/bank holidays) so that capacity can be managed when practice is closed and all patients will be informed about it. A leaflet is being prepared for patients (sent directly to patients but also could be linked to the practice website for download). The aim is to reduce the difficulties with the phone lines being so busy as it will enable patients to make contact digitally thus freeing up phone lines for those who are not able to do so.</p>	AW
6	<p><b><u>Any Other Business</u></b></p> <p>GS asked how an eligible patient books for a spring Covid booster – AW said that FCHC patients will receive a text inviting them to attend but any person aged 75 plus years could choose to attend FXHC covid clinic by making an appointment on the national booking site.</p> <p>KK asked how the triaging is handled for the enhanced access evening clinics – AW said that the partners at either FXHC or Newbury Park undertake this.</p>	

7	<b><u>Date of Next PPG Meeting</u></b> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXHC) Monday 26 June at 3pm	AW/ALL
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