

## FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

### MINUTES OF A HYBRID MEETING HELD ON ZOOM MONDAY, 5 AUGUST @ 3.00 pm

**Present:** Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells, Karen Kent, Lynn Murcutt, Graham Sturt, Adele Trainis, Andrew Watson,

**Apologies:** Caroline Adeagbo, Harold Moth, Sharad Vyas

<u>No</u>	<u>Item</u>	<u>Action</u>
1	<b><u>Welcome &amp; Apologies for Absence</u></b> The Chair welcomed everyone to the meeting – apologies received as stated above.	
2	<b><u>Minutes of the last meeting</u></b> Were accepted.	
3	<b><u>Matters arising from previous meeting</u></b>  <u>Item 3</u> AT has spoken to Julie and Jaquie who agreed that staff on reception will be pay attention to patients showing as DNA and will call out their names if they can see patients who have been waiting a long time.	
4	<b><u>Practice Manager's Report</u></b>  <u>Staffing</u> No change since last meeting.  <u>Complaints.</u> No new complaints  <u>Premises</u> Terms have been agreed for the use of the additional rooms but the lease is awaited from NHS Property Services - a few minor alterations will be required to the rooms.  <u>Appointments 1.7.24 to 31.7.24</u> Appointments Available    7094 Appointments Booked        5974 Did Not Attend                947  It was noted that this was a large number of DNAs – possibly due to holiday time. DI pointed out that under the current arrangements it is only possible for a patient to cancel an appointment during the Monday-Friday opening hours of 7.30am -6.30pm as klinik access is disabled evenings and weekends. AT believes that the facility to cancel appointments may soon be available via the NHS app.  <u>Immunisations</u> DTap                                62% MMR                                54% Preschool                        76% AW confirmed he is to meet with the Immunisation Lead for Redbridge but has already sent 3000 texts offering MMR vaccinations with very little response.	

5	<p><b><u>GP Collective Action</u></b></p> <p>AW does not anticipate that there will be any direct effect on FXMC patients as doctors are not planning to reduce their number of daily contacts with patients. Currently they do up to 30 a day and are allowed 15 minutes per appointment.</p>	
6	<p><b><u>Procedure for Monitoring of Prescribed Medication/Health Checks</u></b></p> <p>AT confirmed that the timescale for reviews depends on the type of medication prescribed. Eg a patient on long term medication may go up to 4 years without a review but patients on potentially addictive medication are more likely to be reviewed every 6 months. Invitations for a review are sent via text.</p> <p>Some conditions require annual blood tests, a doctor would then check the test results and if necessary, amend medication accordingly.</p> <p>All patients are entitled to have a health check at age 40 then at 5 yearly intervals, this comprises weight and height measurements, blood pressure check and lifestyle questions. FXMC is one of the highest performing practices in the area – the practice does receive payment per health check carried out. Texts requesting blood pressure readings are sent every 3-4 months to patients.</p>	
7	<p><b><u>Any Other Business</u></b></p> <p>PPG members raised the following matters:-</p> <p><u>Triaging Procedure</u> – AW confirmed that when clinical online contact forms are received they are triaged by either Dr Mehta or Dr Dhillon then appropriate consultations offered via text link with invitation to book.</p> <p><u>New Vaccine</u> – a PPG member reported a newspaper article stating that a new vaccine against RSV (Respiratory syncytial virus) will be available from 1 September 2024 for those aged 75 -79 years old. AW was not aware of this.</p> <p><u>Autumn Vaccination Programme</u> AW confirmed that the practice would be receiving supplies of the flu vaccine in September but would be offering this in conjunction with the covid vaccine in October. For patients who are 65 years old or over and those immune compromised aged 64 years old and younger.</p> <p><u>Query re doctor with skin specialism</u> – Dr Mala did specialise in skin conditions but AW confirmed that none of the current doctors do.</p> <p><u>Continuity of Care</u> – if a patient wishes to see a particular doctor as a follow up to a previous consultation they can request this on the online contact form.</p> <p><u>Dr Morris</u> – used to be a registrar attached to the practice but now occasionally locums.</p>	AW

	<p><u>Self Check In Screen</u> – when a patient enters their date of birth to verify attendance for their appointment they are asked subsequent questions about alcohol consumption and smoking. It is possible for patients to skip these questions if they do not wish to answer but it does capture valuable data for the practice. Skipping the questions does not invalidate the checking in procedure.</p> <p><u>Admin Box</u> on online contact form – AW confirmed that if this box is ticked the form goes only to administrative staff and is not seen by the doctors.</p> <p><u>Items formally available on prescription but no longer permitted</u> – doctors used to be able to prescribe some over the counter products for patients but are no longer permitted to do so eg gluten-free food products. If a doctor prescribes these the practice would be disciplined by the Medicines Management team of the Integrated Care Board.</p> <p><u>Patient Discharge from Hospital Procedure</u> – a FXHC patient had recently been discharged after a long hospital stay and was surprised not to have any contact from the practice although some community treatment was provided at home. AW said that the hospital discharge form which is sent to the GP should have prompted a contact call from the Social Prescriber for wellbeing and to check on any further medical needs.</p> <p><u>Patients Knows Best</u> – a PPG member had received two communications from this organisation but was not sure what it was. Other PPG members confirmed it is a secondary care communication which once set up allows access to hospital letters, appointments etc on the NHS app.</p>	
7	<p><b><u>Date of Next PPG Meeting</u></b>  (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday 7<sup>th</sup> October 2024 at 3.00 pm</p>	AW/ALL