

**FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MINUTES OF A HYBRID MEETING HELD ON ZOOM MONDAY, 5 OCTOBER @ 3.00 pm**

**Present:** Natasha Taylor, Jennifer Hobbs-Hurrell (Chair), Caroline Adeagbo, Judy Berkowicz, Ruth Diamond, Denise Ingamells, Karen Kent, Harold Moth, Lynn Murcutt, Graham Sturt, Adele Trainis (from item 6)

**Apologies:** Andrew Watson, Adele Trainis notified late arrival

<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 including Natasha deputising for Andrew who had sent apologies.	
2	<b><u>Minutes of the last meeting</u></b> Were accepted.	
3	<b><u>Matters arising from previous meeting</u></b>  <u>Item 4 - Premises</u> Permission has now been given to use these three rooms and they would shortly be connected to the IT network.  <u>Item 4 – Appointments (DNA)</u> The practice is considering turning Klinik on at the weekends purely to permit cancellations to be notified. Patient Safety is crucial though as the concern is that patients may use it to notify an emergency not realising this would not be read until Monday morning. It may also be possible to cancel appointments out of hours on the NHS App. A new phone system has been recently installed and it may be possible to use a new mailbox on there for cancellations to be notified.  <u>Item 7 – RSV vaccine</u> This vaccine is now available all year round for 75-79 year olds but patients should allow a week's gap between this vaccine and any other vaccination. The patient cohort will be contacted by text, email or phone as appropriate to invite them to be vaccinated.	
4	<b><u>Practice Manager's Report</u></b>  <u>Staffing</u> Two full time administrative apprentices have been recruited plus two part-time (3 days & 2 days) receptionists.  <u>Complaints.</u> There is one ongoing complaint regarding refusal of a prescription request.  <u>Premises</u> As stated above the rooms are now available for use and will shortly be connected for IT. Redecorating will be done out of hours but this will have to wait until the Saturday vaccination clinics have finished.  <u>Appointments 1-30.9.24</u> Appointments Available 5377 Appointments Booked 4539 Did Not Attend 476 (mostly nurses)	

	<p>The nurse appointments can be booked up to 6 weeks ahead so possibly some patients forget that they have booked them.</p> <p><u>Immunisations</u> Shingles – 77%</p> <p>Childrens’ immunisations data is currently inaccurate.</p> <p>NHS funding for sending patient texts has been reduced so email is preferred to contact patients. Out of 16,000 patients 8,500 have email addresses registered with the practice. JB mentioned that some of her neighbours do not have personal emails but a family member would email on their behalf – it will be trial and error but for patient confidentiality in these circumstances it is essential that a consent form be completed to allow information to be shared.</p>	
5	<p><b><u>Accessibility</u></b></p> <p>1) <u>Wheelchair users</u> Concern was expressed that computer screens block the view of a wheelchair user at the desk making it impossible to have eye contact with staff members. NT explained that only NHS Property Services IT staff are allowed to touch the IT equipment. At present there are two screens at that desk – a solution is being sought, maybe to have just one screen or to obtain new holders to adjust the height. The Chair asked NT to raise this with AW and update at next PPG Meeting. As IT are coming into the premises Monday 14<sup>th</sup> it is hoped that this would be an opportunity to show them the problem and ask for a solution. The Chair suggested that if this matter could not be resolved then a letter should be sent to Wes Streeter, Ilford North MP.</p> <p>2) <u>Baby change station &amp; provision for breast-feeding mothers</u> The Chair noted that there is no signage in the premises to advise of these facilities. NT said that there is a baby change station within the phlebotomy area (inner room) and there are screens that can be wrapped around for privacy. On request an area for breast-feeding can be provided (NT has vacated her office on occasions for this). The Chair asked that NT raise this with AW and that some parent friendly signage be displayed in the premises.</p>	<p>NT/AW</p> <p>NT/AW</p>
6	<p><b><u>Any Other Business</u></b> PPG members raised the following:-</p> <p><u>Patient Contact Details</u> a question was asked if there is signage in the surgery reminding patients to update their email contact details. NT explained that it is also telephone numbers that are important as with the new telephone system the equipment will recognise if patient is calling from a registered contact number and will bring up patient records on screen. If someone else is phoning on behalf of a patient GDPR consent is required so patients should come in person to complete the consent form. With the new system all calls are recorded and the first 4 will be put directly through to reception. Call 5 onwards will be given the option of requesting a call back rather than waiting on the phone – also there is now less music playing whilst callers are waiting but more health information is given. If call back option is requested that there will be 3 strikes – if call is not answered within 60 seconds it will disconnect but will call again two more times after 5 minute</p>	

	<p>intervals. If however a call is answered by voicemail the system will regard this as an answered call so the patient will need to start process again.</p> <p><u>Checking in procedure</u>  a patient had recently experienced checking in with a male staff member on arrival for an appointment but then waiting almost an hour. She then queried the wait at the desk and was told she was marked as a DNA. She felt she had to fight to be given another appointment. NT requested the patient contact her by email so she can investigate. CCTV is in operation plus the history can be obtained from the self-check-in facility. Blood test appointments can only be checked in on the machine if booked directly with FXMC – those booked via the 10to8 service have to be checked in by a receptionist. NT said patients should approach the desk if they feel they have been waiting for an unreasonable time. Sometimes doctors are running late especially if there has been an emergency and an ambulance has been called.</p> <p><u>Covid Vaccine</u>  Pfizer vaccine is in use at present – the recent Saturday clinic delivered 450 flu vaccines and 320 covid vaccines to those aged 65 and over. So the majority were willing to have both vaccinations at once.</p> <p><u>Deaf patients</u>  NT confirmed that some staff members have basic BSL but an interpreter can be booked if appropriate for a face to face appointment.</p> <p><u>Pathfinder Clinics</u>  these are NHS funded digital practices only offering telephone or virtual consultations. A large number of FXMC patients had used their services not realising that this would register them with at that pathfinder clinic and transfer all their records away from FXMC – some only discovered this when they attempted to order repeat medication. This has affected all ages including those in their early twenties so not just the elderly. Some have been transferred back now and one of these clinics is no longer receiving transfers and is being investigated as it had registered 95000 patients. The pathfinder clinics have also had to make it much clearer on their webpages that using their services would mean they would no longer be registered with a local GP. FXMC has contacted some of the elderly patients affected to check if they meant to register elsewhere but it is not possible to contact everyone. It maybe that some younger patients thought this was a private GP service. The Chair reminded everyone that the safest way to contact the practice was via the practice website.</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, 18<sup>th</sup> November 2024 at 3.00 pm</p>	ALL