

**FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP**

**MINUTES OF A ZOOM MEETING HELD MONDAY, 20 NOVEMBER 2023 @ 3 pm**

**Present:** Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells, Karen Kent, Harold Moth, Graham Sturt, Adele Trainis (from item 8), Andrew Watson,

**Apologies:** Caroline Adeagbo, Lynn Murcutt, Natasha Taylor,

<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 – apologies received as stated above. It had not been possible to offer an in-person meeting on this occasion as all rooms were occupied at the surgery.</p>	
2	<p><b><u>Minutes of the last meeting</u></b>                      Were accepted.</p>	
3	<p><b><u>Matters arising from previous meeting</u></b>                      4 The Chair confirmed that she had written to both Cllr Santos and Adrian Loades as requested by Dr Mehta concerning the new appointment system, explaining that the PPG supported its introduction. AL had replied thanking the Chair and confirming he had heard that it was working well. Cllr Santos had not replied or acknowledged the letter. AW remarked that Wes Streeting, MP, had been in touch and he too was satisfied the system was working well. Currently the practice has a 4.2 rating on Google.</p> <p>AOB – the Chair confirmed that there would be an AOB item on the agenda today although it had not been possible last month due to time constraints.</p>	
4	<p><b><u>Practice Manager’s Report</u></b></p> <p><u>Staffing</u>                      A new administrator had been recruited. The PCN has employed a Care Co-ordinator.</p> <p><u>Complaints</u>                      1 complaint is currently with solicitors</p> <p><u>Vaccinations</u>                      82% Diptheria, Tetanus, Polio                      65% MMR                      68% pre-school                      69% shingles                      68% over 65 yrs flu                      48% under 65 yrs at risk                      The Shingles cohort is now patients aged 70 years + and those turning 65                      A question was asked about the cohort/timing of the pneumococcal vaccine – AW will check</p> <p><u>Building</u>                      There are no changes with the building, approval is still awaited for the port-a-cabin.</p>	AW

5	<p><b><u>New Appointment System</u></b>  AW said this is working well with some appointments still being free in the afternoons which was unheard of under the old system. However, the real test will be over the winter months when demand is at its peak. The phone lines are much freer as more patients use the online contact form which means it is easier for those without internet access to contact the surgery. A new GP contract came into force this year which instructs practices to deal with the patient enquiry in some form that same day and they are no longer supposed to tell a patient that all appointments are filled and they need to reapply the next day. The recommendation is that a consultation should be made available within 14 days of a patient contacting the practice.</p>	
6	<p><b><u>Patient Survey</u></b>  PPG feedback has been taken into account and a final draft will be sent today to AW/Dr Mehta for their attention from NHS North East London</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 15 January 2024 at 3pm</p>	AW/ALL
8	<p><b><u>Any Other Business</u></b>  DI shared that a patient she knew had received a call from the pharmacist questioning a medication she had been prescribed in the past. It was very confusing as this medication had been a “one off” and not on repeat. AW sad that the NHS has requested a review of patients on certain medications.</p> <p>RD asked why the disabled toilet is out of use. AW explained it is the recurring problem with the tree roots of the protected tree in the grounds. It has been reported but repairs are awaited. RD suggested the possibility of hiring a disabled toilet facility – AW agreed to raise this with the authority – it is an ongoing issue that has happened over the past ten years.</p> <p>RD complimented the service received by her husband when he contacted the out of hours service to get an urgent appointment and was seen within 2 hours at the Newbury Park Health Centre.</p> <p>HM informed that there is a procedure (form) to request the council to remove a tree.</p> <p>JB had emailed the practice but received a message saying emails are no longer monitored. AW confirmed that this was so and now the procedure is to use the online contact form instead.</p> <p>AT asked if there was any information about the new GP facilities in the Exchange. AW confirmed that this was not a new practice but that existing practices have been asked if they want to use the Exchange as a satellite base for some of their existing doctors. AT also said that Tesco Pharmacy seemed to be having problems obtaining repeat prescriptions – AW explained that it is up to the pharmacy to draw down from the 6 month allocation they will be given for patients on repeat.</p>	AW

	<p>RD offered her services to input data from hard copies of survey forms as not all patients would have the ability to complete it online in the survey monkey format.</p>	
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