

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF VIRTUAL MEETING HELD MONDAY, 9 OCTOBER 2022 @ 3 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells. Harold Moth. Lynn Murcutt, Graham Sturt, Adele Trainis.

Apologies: Caroline Adeagbo, Andrew Watson

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u></p> <p>The Chair welcomed everyone to the meeting and gave apologies as listed above. The Chair explained that CA is still glad to receive minutes of meeting but still does not have the facility to join online.</p>	
2	<p><u>Minutes of the last meeting</u></p> <p>Were accepted.</p>	
3	<p><u>Matters arising</u></p> <p><u>Flowchart</u>– seems to still be on hold but needs updating with regard to enhanced access appointments.</p> <p><u>Tender to provide e-consultations</u> – these have moved to Klinik</p> <p><u>Other points raised:-</u></p> <ul style="list-style-type: none"> i. Although the website has been updated with June PPG Minutes the physical noticeboard has not. ii. The plaque giving partners names on the outside of the building needs updating iii. Staffing List on the website needs updating – still has details of ex-staff members. 	
4	<p><u>New Cross Alliance Primary Care Network</u></p> <p>The Chair had been handed a leaflet about the new enhanced access arrangements via NCAPCN when attending the surgery for a covid vaccination. This item had therefore been added to the agenda in order for the PPG to be briefed by the Practice Manager about this alliance. In the absence of the Practice Manager this item to be deferred to a future meeting.</p>	AW
5	<p><u>Practice Manager's Report</u></p> <p>AW had emailed a short report as follows</p> <p><u>Staff</u> <i>We have lost 2 members of staff recently, a receptionist and a phlebotomist, we are currently interviewing replacements.</i></p> <p><u>Premises</u> <i>Barrier is working, nothing else to report</i></p>	

	<p><u>Covid clinics</u> We are running covid clinics every Friday evening between 5-6:30pm</p> <p><u>Enhanced Access</u> We are running evening clinics Monday - Friday 5:00 - 8:00pm and Saturday 9:00am - 5:00pm.</p> <p>The weekday clinics are accessed via a link on the PCN website or by phoning 0203 916 5544 between 5:00-8:00pm, Saturday clinics can be accessed by phoning the same number, there's no online access to Saturday clinics.</p> <p>Weekdays we will have a GP and either an HCA or nurse working, this will expand to a physio as well shortly. Saturdays are nurse only clinics.</p> <p>With the exception of nurse / HCA appointments all other appointments will be triaged and then either offered an appointment with a health care professional or referred to an appropriate service.</p> <p>PPG members discussed this report and agreed that there was great confusion about the routes now available to secure a GP appointment and a lack of understanding of the pathway to both out of hours urgent appointments and/or weekday evening/Saturday routine appointments. It was therefore decided that the Secretary would compile a list of questions from PPG members to be addressed by the Practice Manager. The Chair would take a hard copy into the surgery to avoid delays in email correspondence being viewed and request a virtual PPG meeting just to raise these questions.</p> <p>Issues requested to be covered:-</p> <ol style="list-style-type: none"> a. NCAPCN – purpose and outcomes for patients b. Routes to evening/weekend appointments c. Access to Patient Records d. Data on Covid/Flu Vaccinations e. Policy on Inclusivity as more assumptions are being made that patients have access to and are confident users of smart technology 	<p>KK/JHH</p> <p>AW</p>
6	<p><u>Any Other Business</u> A query was raised about what happens when a hospital addresses letters to a GP who no longer is working at the practice.</p>	
7	<p><u>Date of Next PPG Meeting</u> (to be held virtually over Zoom)</p> <p>It was later agreed that the Practice Manager would meet virtually with PPG on Wednesday 19th October at noon to discuss above mentioned issues.</p>	ALL