

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A HYBRID MEETING HELD ON MONDAY, 20 JANUARY 2025 @ 3.00 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Karen Kent, Harold Moth, Lynn Murcutt, Adele Trainis, Sharad Vyas (from item 6), Francine Warren, Andrew Watson

Apologies: Natasha Taylor, Caroline Adeagbo, Denise Ingamells. Graham Sturt,

No	Item	Action
1	<p><u>Welcome & Apologies for Absence</u> The Chair welcomed everyone, including Francine attending for the first time, noting apologies as listed above.</p>	
2	<p><u>Minutes of the last meeting</u> Were accepted.</p>	
3	<p><u>Matters arising from previous meeting</u></p> <p><u>Premises</u> The three rooms continue to be used for telephone consultations but still going through the process of changing use for face to face consultations. This entails payment of a licence fee .</p> <p><u>Facilities for Baby Change/Breast Feeding</u> Signs are now on display stating that the practice is family-friendly and facilities are available</p> <p><u>Accessibility</u> Staff have been reminded to stand up when speaking to a wheelchair user – screens are going to be replaced within the next few weeks so it is not known how the change may affect visibility.</p> <p><u>Menopausal resources</u> AW did research local resources and these were circulated.</p>	
4	<p><u>Practice Manager's Report</u></p> <p><u>Staffing -</u> currently recruiting for an administrator and a receptionist</p> <p><u>Appointments 1/12/24 – 17/1/25</u> Appointments Offered 10492 Appointments Booked 8462 Did Not Attend 1099</p> <p><u>Immunisations</u> DTap 87% (Babies Diptheria, Tetanus, Polio) MMR 76% Pre-School 68% (3 year 4 months) Shingles 77% Flu 65+ 71% Flu under 65 46% PPG members expressed concern at the high number of DNAs. AW</p>	

	<p>explained that after the first missed appointment a letter is sent, after the 2nd appointment missed a warning letter is sent to say that if a 3rd appointment is missed the patient will be taken off the register. Only a very few patients reach the final stage but the information is cleared off the system after a year so it is possible for them to re-register.</p> <p>The immunisation figures have improved but sometimes patients forget to attend for the second shingles vaccination.</p> <p><u>Premises</u> The building has been surveyed and it is expected that a heat pump will be fitted – this should enable the heating to be directly controlled. Currently the heating is controlled externally and the building is extremely cold early in the morning when the cleaners arrive.</p>	
5	<p><u>Annual Review of Terms of Reference</u></p> <p>This document had been circulated with the agenda and everyone had been asked to read it. All were in agreement that the terms of office for the co-chairs (JHH & DI) and Secretary (KK) should be extended without the need for an election.</p>	
6	<p><u>Prime Minister’s plan to enable GPs to make direct referral for diagnostics for ear, nose and throat, gynaecological, urological and bowel complaints instead of waiting for consultant referrals</u></p> <p>This plan has been announced in the media but AW confirmed that no official briefing had been made to GPs and systems are not yet in place to make direct referrals. PPG members suggested writing to the Health Secretary who is Ilford North MP Wes Streeting about announcements of new procedures without the means of implementation for health professionals plus extending an invitation to meet the PPG. The Chair and Secretary will liaise with AW to action this.</p>	JHH/KK/AW
7	<p><u>Community diagnostic/treatment centres – CHEC Ilford Hill</u></p> <p>KK had been made aware of this NHS facility which local friends had been referred to for gastric and ophthalmic procedures and highly recommended it. It opened in January 2024 equipped with one ophthalmology theatre and one endoscopy suite. It claims to be supporting the NHS to reduce waiting times by treating patients within four weeks. KK asked if FCMC had referred any patients to this facility. AW said he is not aware of it but would make enquiries to see if any referrals had been made. Their website is https://chec.uk/about-us/</p>	AW
8	<p><u>Any Other Business</u></p> <p>A member expressed concern that a recent repeat prescription had been dispensed as a different brand from her usual one in a format of much larger tablets. AW explained that Redbridge Medicines Management have restricted which brands of certain medications can be prescribed/dispensed. Additionally, NHS does not pay the full cost of medications to pharmacies therefore pharmacies as businesses will shop around to find the cheapest available. Also, when products first come onto</p>	

	<p>the market they are licensed for ten years – after that period it can be manufactured by other drug companies. It maybe that a patient may react badly to a different brand therefore the guidance is to ask around different pharmacies to see if any are prepared to dispense the preferred brand of medication. Should this not be possible and side effects are a problem then it was suggested making contact with the surgery to see if there are any other options.</p> <p>KK said she was aware that many pharmacies are in danger of going out of business as they are losing so much money making up the shortfall between the cost of the products and what the NHS will pay them for it. This is a big problem in rural areas but we are fortunate that there are so many local pharmacies. Also, it is worth checking if some medications are available off prescription to be bought over the counter which can be cheaper.</p>	
9	<p><u>Date of Next PPG Meeting</u> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday, 3 March 2025 at 3.00 pm</p>	ALL