

FULLWELL CROSS MEDICAL CENTRE PATIENT PARTICIPATION GROUP

MINUTES OF A VIRTUAL MEETING HELD ON ZOOM MONDAY, 22 APRIL 2024 @ 3.30 pm

Present: Jennifer Hobbs-Hurrell (Chair), Judy Berkowicz, Ruth Diamond, Denise Ingamells, Karen Kent, Harold Moth, Lynn Murcutt, Adele Trainis, Sharad Varas, Andrew Watson,

Apologies: Caroline Adeagbo, Natasha Taylor, Graham Sturt

| No | Item | Action |
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| 1 | <p><u>Welcome & Apologies for Absence</u> The Chair welcomed everyone to the meeting – apologies received as stated 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>Item 4</u> the possibility of highlighting the cancellation link on the website has not been investigated yet</p> <p><u>Item 5</u> the self-check-in screen is now in full working order for appointments although it cannot be used for checking in for blood tests which have a different operating system</p> <p>online contact form is in English but patients can use google translate on the browser if they need translation</p> <p><u>Item 7</u> AW has updated the website to remove Dr Mala and give more information on adult immunisations.</p> | |
| 4 | <p><u>Practice Manager's Report</u></p> <p><u>Staffing</u> No change since last meeting although the new administrator has commenced employment assisting with prescriptions.</p> <p><u>Complaints</u> A complaint had been received concerning a referral delay.</p> <p><u>Premises</u> A business plan has been submitted to request having full use of the premises. It is hoped that exterior paving will be relaid as it constitutes a trip hazard.</p> <p><u>Appointments 26/02/23 – 19/4/23</u></p> <p>Appointments offered 6678 Booked appointments 5785 DNA's 575</p> <p>Of these DNAs 57 were with GP, 88 with ANP, 139 Nurse, 52 HCA.</p> | |

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| | <p><u>Immunisations</u></p> <p>DTap 89%</p> <p>MMR 78%</p> <p>Pre School 72%</p> <p>Shingles 79%</p> <p>A spring booster covid clinic will take place on 26th April – this is for those aged 75 years plus and those with a weakened immune system. Appointments to be booked online on national NHS system or by dialling 911.</p> | |
| 5 | <p><u>Any Other Business</u></p> <p><u>AT</u> enquired about the services provided by the Physiotherapists – as they are “First Contact” staff they assess patients and can refer for therapy or give patient exercises.</p> <p>KK asked about an email she had received from the surgery concerning access needs. AW explained that this was a survey sent at the request of the NHS – majority were sent via text but if a patient had an email address the message was emailed out. 16500 messages had been sent with 400 replies received with only around 20-25 patients requesting additional support to access services.</p> <p>JB asked about use of the blood pressure monitor machine located in reception as she had overheard a patient requesting an appointment to have blood pressure taken and the reply being to use the machine. AW explained that there are 1200 patients on the hypertension register so it is helpful if patients monitor their own blood pressure but they are able to request an appointment if unable to do so. Pharmacies will also measure blood pressure with no charge.</p> <p>LM had been told of a delay experienced by a patient who had only received medication 5 days after it was requested by a GP. AW explained that as soon as GP has prescribed electronically the pharmacy can download the prescription and dispense medication.</p> | |
| 6 | <p><u>Date of Next PPG Meeting</u> (Hybrid Meeting to be held virtually over Zoom plus option to attend at FXMC) - Monday 3rd June 2024 at 3.00 pm</p> | AW/ALL |