



**Fountain Medical Centre**  
**Patient Participation Group Meeting**  
Location: The Fountain Medical Centre, Seminar Room

Date: Wednesday 9<sup>th</sup> May 2023

**Present: SI, JB, AC, LF, SP, AR, ED, RT, LH and DC**  
**Dr Suzie Henstock, Laura Humphreys, Kristina Rakovic and Joy Goodman**

**Welcome and Introductions**

LH and KR welcomed everyone to the meeting including MHC and DC.

The reference group introduced - Ashley also a representative at the CCG now icb.

**Minutes of last meeting**

All members confirmed receipt of the minutes from the last meeting. LF stated that there were comments in the last minutes with the same initial and it was not her

**Terms of Reference**

All members confirmed receipt copies of terms of reference and PRG asked if they could formerly review minutes from Morley Health Centre at the next meeting.

**Merger update**

The merger with MHC went well at the beginning of April. All records were merged successfully with FMC and 2 weeks later all records were brought across electronically. Previous minutes to be handed over from Morley Health Centre.

LH  
JG

**Access GP services available**

KR is working on GP access since last January and patients are informed of services available. SP helped us with access, worked with reception and helped to distribute leaflets about services we can offer in the hub. Messages sent to patient to visit website - care navigator ask questions. PRG asked if patients would be updated.

KR

KR there is a PCN team. There is a pharmacy team, mental health issues social prescribing appointments are available at the hub and nurses' appointments for bloods, smears and NHS health checks based at Windsor House over the weekends. I will distribute to everyone.

LH another update we have is that we are taking part in a call buster pilot scheme in the next month. This function aims to reduce waiting times in the queue for patients as they will be automatically called back when nearer the front of the queue. The group asked if this would be monitored and will it give approximate time. This will be decided by the partners and could be a message on the website.

Overall, it was thought a lot of patients would be cynical. Patients would be updated on the screens in reception.

### **Patches**

We are now using a system called patches in the past we used Accurix – it is a new system that is similar, and all admin and clinical requests log on to computer. RT ask will it be updated so you can search medical records. We did not have patches. No data. KR we have e consult now for those struggling to get appointments. You click on the link and register – enter your symptoms and email to admin and this is then passed to a clinician, and this will be replaced with Patches.

Online account for prescriptions - patients can register for online system. We have online champions and digital champions who you can contact, and patients can have a meeting with to help and guide through system. We also have other champions such as ppg champions who communicate with you.

### **Items for next agenda**

Morley Health Centre Meetings and Terms of reference.

The spring booster - mid march to ring for appointment and nothing on practice website. Did not know what was happening. LH said we had limited stock and it should appear on the website. Dr Henstock reported that the clinic on the 20<sup>th</sup> of May was to be cancelled as were only getting 80 vaccines. It was asked if this would be this be for the over 75's and is there a winter one for the over 50's. LH said she would find out when the next clinic was

It was reported that there was a link on the website for St George's but no phone number. To get an appointment you ring 111. It was said due to the distance it can be difficult to get to appointments.

2000 patients came across from Morley Health Centre and we now have 17500 patients. We are now at the same level as Leigh View and Windsor House. It was asked if the workload had increased.

LH

Dr Saddiq has joined us, and we have a new physician associate joining us. Dr Henstock said the feedback we are getting was positive from the patients she had met. It is swings and roundabouts. Dr Saddiq is a specialist in minor surgery along with Dr Carral and Dr Musa.

It was reported that there was a lot of new builds going up in Morley.

We now have 4 extra care navigators. Complaints are minimal. We can see how many are waiting and we can call back missed calls. It was agreed the new system would be good and the call wait time will go down and everyone quite positive.

It was asked what a physician's associate was. Dr Henstock explained a GP dealt with complex problems and that Nawal has been with 2 years and has longer appointments. She is excellent and helps with visits. We need more appointments and will have 3rd year med students. This was discussed years ago, and it will be their first taste of general practice and Dr Gogna will be overlooking and they tend to enjoy and are keen. They can help with acute problems and report back to gp. Next year or 2 Dr Pointon and Dr Alba will be training mature students 6 months. It was asked if all doctors were on duty at the same time. Some are part time, and some are full time and appointments are spread evenly. Dr Henstock said the last appointment was just after 6pm. Duty Dr for acute and urgent appointments for the day. A doctor's normal day is 11 -12 hours, and all have got families. Dr Hall is full time and has a young family. All information is on our website.

Previous minutes and terms of reference from Morley Health Centre

Patches

Update website about Covid and Booster

St Georges and services

LH

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