

MEDICUS HEALTH PARTNERS

Notes from PPG meeting held on 2 September 2021

Attendees: Dr U. Sarkar, Vivien Kentish, Janice Downing, Adam White (Willow House), Roger Owen, Tina Matthews (Freezywater), Nigel Rawcliffe (Forest Road), Graham Dove (Bush Hill Park), Glynis Marshall (Willow House), Malcolm Green (Trinity), Clare Spring (Bush Hill Park)

Welcome

Janice welcomed everyone to the Teams meeting.

Apologies - Carol Speed, Adam White

Minutes of Previous Meeting - an amendment - Maria Christoforou (Lincoln Road) attended the meeting on 6 May 2021 but was not listed as an attendee.

Matters Arising/Ongoing

- Website - Nigel reported that he has had no response from the IT team. Nigel pointed out several errors on the PPG Form. It has obviously not been tested. Vivien said that a new IT person is being employed. Dr Sarkar apologised and said that it is not acceptable, improvements must be made, an action plan needed. The IT Partner to be invited to the next PPG meeting.
- Communication with Patients - JD said that Medicus patients do not understand the flexibility and full range of services offered to them. Vivien is preparing a newsletter and will add more information.

Medicus Update

- **PPG Chair** - The PPG chair should be a patient of the practice. Janice is not a Medicus patient. It would be helpful if someone would take on the role as PPG chair to share the role with Janice. Please email JD for more information.
- Vivien gave a presentation covering flu clinics, INR/Warfarin Clinics and post going to Forest Road. A copy of the slides will be sent to PPG members.

Coronavirus Update - the Covid booster jab roll out has now been delayed until 20 September 2021. Patients will be invited by text or telephone.

Contact 119 with any Covid related questions.

Goals and Objectives

- To improve communication with patients - newsletter being prepared
- Wellbeing programmes - we agreed to arrange a Diabetes Information . *Action JD/VK*

Any Other Business

Clare made the point that staff do not know where other Medicus premises are and cannot direct patients to other sites. VK said that there are maps available showing the locations.

Date of Next Meeting - Thursday 2 December 2021 at 6.30 pm

JD/07/09/21