

MEDICUS HEALTH PARTNERS

Notes from PPG meeting held on 2 December 2021



Attendees: Dr U. Sarkar, Vivien Kentish, Janice Downing, Adam White (Willow House), Roger Owen, Tina Matthews (Freezywater), Nigel Rawcliffe (Forest Road), Malcolm Green (Trinity), Maria Christoforou (Lincoln Road), Emma Rigby (Love your Doorstep), George Adhikari (Enfield Island Village) Dr A. Jayaratnam

Welcome

Janice welcomed everyone to the Teams meeting and explained the new working arrangements. Adam White will now chair the PPG meetings and Janice will do the admin.

Janice formally thanked Adam and welcomed him to chair the meeting today.

Apologies - Carol Speed, John Donnelly

Minutes of Previous Meeting - taken as read

Matters Arising/Ongoing

- Website - Nigel and George have been working to resolve the many issues on the website. George said that he welcomed Nigel's constructive feedback and comments and that they will continue to work together.
- Dr Sarkar suggested that in future NR does a summary to report to the PPG as there are too many problems to discuss at the meeting.
- Dr Sarkar explained that minutes etc from individual PPGs are not wanted. Medicus should have **one** PPG and not 14 individual ones. It was agreed that the individual PPGs can continue to meet to discuss local issues and report to Medicus.
- To improve communication it was agreed that local PPG's report to Vivien. VK will update information on the website.

Medicus Update

- Vivien gave a presentation covering booster clinics, building refurbishment, call handling, customer service training, patient self-referrals. A copy of the slides will be sent to PPG members.
- Vivien explained proposals for future PPG structure (shown in the slides). To be discussed at the next meeting.
- PPG topic for the next Newsletter - we agreed an update on Booster vaccinations.

Goals and Objectives

- Wellbeing programmes - Debbie Hicks, Diabetes Nurse, wrote an article for the Newsletter.
- Nothing else to report

Any Other Business

- Patches - Malcolm Green asked why Patches does not start until midnight. Medicus will look into changing the time to improve this.
- Face to face appointments - US explained that all calls are triaged and the patient is offered either a telephone consultation or invited to the surgery if the clinician thinks it is necessary.
- John Donnelly suggested a social get together - in the light of Omicron this will be deferred until the next meeting.
- To invite a representative from Love your Doorstep to the next meeting

Date of Next Meeting - Thursday 3 March 2022 at 6.30 pm