

Medicus Health Partners

PPG – Meeting Minutes -

4th October 2022 – MHP -Carlton House



Attendees

Adam White	Chris Avery	Graham Dove
Nigel Rawcliffe	John Donnelly	Maria Christoforou
Stephanie Fletcher	Leena Parker	Philip Weiland
Margaret and David Green	Christine Clark	

Apologies

Gabriella Gentile	Iaac Quarm	Heather Lawrence
Tina Matthews	Roger Owen	Janice Downing
Mary Paulus	Marjorie Peddie	

Medicus Representatives:-

Vivien Kentish and Dr Ujjal Sarkar

Medicus Health Partners

PPG Meeting – Tuesday 4th October 2022

MHP – Carlton House, 28 Tenniswood, Road, Enfield. EN1 3LL

Agenda

1. Welcome and Apologies
 2. Update on CQC Inspection and Outcome – Dr Ujjal Sarkar
 3. Medicus and PCN Update – Vivien
 4. COVID and Flu Vaccine Update – Vivien
 5. Website
 6. PPG Focus Groups
 7. Patient Queries via PPG/Complaint Themes
 8. New Chair for Medicus PPG
 9. Any other business
 1. Tour of Carlton House – refurbishment
 2. Update on Lincoln Road – Building works
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Meeting Minutes

No	Agenda Item	Actions
1	<p>Welcome and Apologies</p> <p>Vivien welcomed everyone to the meeting, giving mention to new members attending for the first time. It was agreed that Agenda item 8 would be addressed next.</p>	
8	<p>New Chair for Medicus PPG</p> <p>It is with great regret that we are accepting resignation of both our joint chairs, Janice Downing and Adam white. They have supported the PPG for many years and we are sad to see them go. On behalf of the PPG Vivien thanked them for their support/input into the group and wished them well for the future.</p> <p>Members were requested to consider or nominate a New Chair for the PPG.</p>	Vivien- to send out voting link to PPG members
2	<p>Update on CQC Inspection and Outcome</p> <p>Dr Sarkar gave a summary of the recent inspection (13th -15th July 2022) – the rating for Medicus is “Good”</p> <p>The report was published on the 25th August; Dr Sarkar acknowledged that there were some areas Medicus is working on. However, the “Good” rating was very pleasing for the first inspection for Medicus as one practice with 92,000 patients.</p> <p>Further discussion took place about CQC inspections</p>	Vivien - Ensure Link is on the Website for CQC Report.
3	<p>Medicus and Primary Care Network (PCN) update</p> <p>Vivien offered information about the new PCN GP Access hubs at Carlton House and Eagle House.</p> <p>New website – Nigel Rawcliffe and Steph Fletcher both agreed to review and support the launch.</p> <p>More services being routed through the Contact Centre.</p> <p>Please see full details slide on page 5 of these minutes</p>	Vivien – Send Link to new website Development area to Nigel and Steph.
4	<p>COVID and Flu Vaccine Update</p> <p>Please see page 6 for updates communicated to the PPG Members.</p>	

5	<p>Website As the new website will be launched shortly, Nigel/Steph will report back at the next meeting.</p>	
6	<p>PPG Focus Groups Please see page 6 for topics the group discussed.</p> <p>Dr Sarkar reminded the group that this is their forum and how it operates can be agreed by the members.</p> <p>Some members expressed an interest to have smaller groups to tackle certain issues and report back to the group. There were no objections to this idea.</p> <ul style="list-style-type: none"> • PPG members want to show achievements • Define a clear structure • Perhaps more frequent meetings • Dr Sarkar offered a budget for projects 	<p>Vivien – ensure new website has PPG Minutes and Documents loaded and ability for patients to contact PPG</p>
7	<p>Patient Queries via PPG and Complaint Themes Please see page Error! Bookmark not defined. for details of the themes for discussion.</p> <p>The PPG Members discussed the issues highlighted; face2face appointments are now over 50% of the total delivered by GPs. It is worth noting that some patients are very happy to use a telephone service.</p> <p>These have been taken back to the sites managers to review, and to present at site meetings so staff are also aware of patient comments.</p>	<p>Vivien to update group at next meeting.</p>
8	<p>New Chair for Medicus PPG Addressed earlier in the meeting</p>	
9	<p>PPG Members were taken on a tour of the new areas at Carlton House.</p>	

The meeting closed at 4.30pm

Date of next meeting: to be confirmed.

Medicus Health Partners PPG Meeting – 4th October 2022 MHP - Carlton House



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4th October 2022



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Agenda

CQC Inspection and Outcome



CQC Inspection 13th – 15th July 2022

Report and Results are not yet published on the CQC Website



Our purpose and role

CQC is the independent regulator of health and adult social care in England.

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We monitor, inspect and regulate services. Then we publish what we find, including performance ratings, to help people choose care. Where we find poor care, we will use our powers to take action.



Medicus & PCN Updates



PCN - New Extended Access service for GP Services:
Monday – Friday 6.30pm – 8pm
Saturday – 9am – 8pm & Sunday 8am -8pm

2 Sites – MHP Carlton House and Eagle House Surgery

All Face 2 Face Appointments
Surgeries can book patients in during core hours and there are urgent slots bookable via the Appointments Line – Website Has details.

New Website to Launch this month – October 2022

Central Call Handling – providing support across Medicus sites operating: Vaccine Helpline, Anti coag Clinic telephone line, others will be added soon.



Vaccination Update



COVID - Vaccine – 4th Dose (Autumn Booster)
Starting with over 75 – 6 months after 3rd dose
Messages have been sent to people who are eligible
or they can walk in after 6 months



There is a "Walk-in" Service at Carlton House for first, second, Booster Vaccines or fourth doses for eligible patients every day. If you have received a letter of invitation, please bring it with you.



9am – 1pm and 1.30pm – 6pm

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Vaccine Helpline now operational from 8am – 4pm
Monday – Friday – 0208 920 9615 Covers all
Vaccines delivered by Medicus

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Flu Clinics also running at MHP-Carlton House for over 65
and other eligible patients (Flu and COVID Vaccine can be
administered at the same time)



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Polio Clinics also running at MHP-Carlton House to support
the recent Campaign



PPG Focus Group Discussion



- Consistency of PPGs across the group, in terms of goals, communication and meeting frequency
- Having a small group of patients (like our 'focus group') meeting regularly to offer Medicus suggestions for maximum PPG effectiveness
- This focus group feeding back to the Medicus quarterly PPG meeting
- Reinstating a formal Agenda and Minutes (it is a requirement that the PPG minutes are published)



Patient Queries via
PPG/Complaint Themes



Could you please raise the issue of Medicus surgeries in the south of the borough providing blood-taking facilities? Earlier this year I had to go all the way up to Carlton House. I understand that North Middlesex Hospital is now offering this service again but with an old car it costs £12.50 to cross the North Circular (ULEZ Charge)!

Appointment times for telephone/video consultations. Can Medicus sites be consistent and offer patient a time slot for their appointments – not “You will be called today”

Telephone/video consultations: When patients have sent in information or explained in details why they need an appointment – please can this be read through before the call so we don't have to repeat ourselves.

More “Face to Face” Appointments please

Any other from PPG Members?

