## **Medicus Health Partners**

# **PPG - Meeting Minutes -**



# 4<sup>th</sup> 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	laac 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

# **Meeting Minutes**

No	Agenda Item	Actions
	Welcome and Apologies	
1	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.	
8	New Chair for Medicus PPG 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.  Members were requested to consider or nominate a New Chair for the PPG.	Vivien- to send out voting link to PPG members
2	Update on CQC Inspection and Outcome Dr Sarkar gave a summary of the recent inspection (13 <sup>th</sup> -15 <sup>th</sup> July 2022) – the rating for Medicus is "Good"  The report was published on the 25 <sup>th</sup> 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.  Further discussion took place about CQC inspections	Vivien - Ensure Link is on the Website for CQC Report.
3	Medicus and Primary Care Network (PCN) update Vivien offered information about the new PCN GP Access hubs at Carlton House and Eagle House.  New website – Nigel Rawcliffe and Steph Fletcher both agreed to review and support the launch.  More services being routed through the Contact Centre.  Please see full details slide on page 5 of these minutes	Vivien – Send Link to new website Development area to Nigel and Steph.
4	COVID and Flu Vaccine Update Please see page 6 for updates communicated to the PPG Members.	

	Website	
5	As the new website will be launched shortly,	
	Nigel/Steph will report back at the next meeting.	
	PPG Focus Groups	
	Please see page 6 for topics the group discussed.	
	Dr Sarkar reminded the group that this is their forum	
	and how it operates can be agreed by the members.	
	Company of the compan	Vivien – ensure new
	Some members expressed an interest to have	website has PPG Minutes
6	smaller groups to tackle certain issues and report back to the group. There were no objections to this	and Documents loaded and
	idea.	ability for patients to
	idea.	contact PPG
	PPG members want to show achievements	
	Define a clear structure	
	Perhaps more frequent meetings	
	Dr Sarkar offered a budget for projects	
	Patient Queries via PPG and Complaint Themes	
	Please see page Error! Bookmark not defined. for	
	details of the themes for discussion.	
	The BBC Manufactural in a solution is a solution of	
7	The PPG Members discussed the issues highlighted;	Vivian to undata angun at
	face2face appointments are now over 50% of the total delivered by GPs. It is worth noting that some	Vivien to update group at next meeting.
	patients are very happy to use a telephone service.	next meeting.
	patients are very happy to use a telephone service.	
	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.	
8	New Chair for Medicus PPG	
	Addressed earlier in the meeting	
9	PPG Members were taken on a tour of the new	
	areas at Carlton House.	

The meeting closed at 4.30pm

Date of next meeting: to be confirmed.





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#### 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

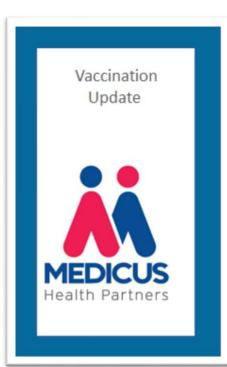
All Face 2 Face Appointments

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.

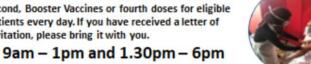




COVID - Vaccine - 4th Dose (Autumn Booster) Starting with over 75 - 6 months after 3rd dose Messages have been sent to people who are eligible or they can walk in after 6 months

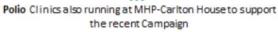


There is a "Walk-in" Service at Carlton House for first, second, Booster Vaccines or fourth doses for eligible patients every day. If you have received a letter of invitation, please bring it with you.



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

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)







- · 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
- · Reinstating a formal Agenda and Minutes (it is a requirement that the PPG minutes are published)





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 the 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?

