

# Medicus Health Partners

## PPG AGM– 12<sup>th</sup> April 2023

### Salisbury House – Tudor Room



1. Welcome and Apologies
2. Review and agree minutes of last meeting
3. Actions from the last meeting (Action Log)
4. Chair Update
5. Review of Issues and Complaint Themes (Issues Log)
6. PPG Projects Review
  - Guest Speaker – Emma Rigby  
Emma will be talking about Social Media, how we can use it to support patients, dos and don'ts and how best to deliver information and respond.
  - Agree Projects and form Working Groups
    - Relocation Team (BHP, TA, SS)
7. Medicus/ PCN Updates
8. AOB

12<sup>th</sup> April 2023

PPG Meeting



1. Welcome and Apologies

Review of Minutes from the Last Meeting [8<sup>th</sup> February 23](#)

Actions from the last meeting - [Action Log](#)

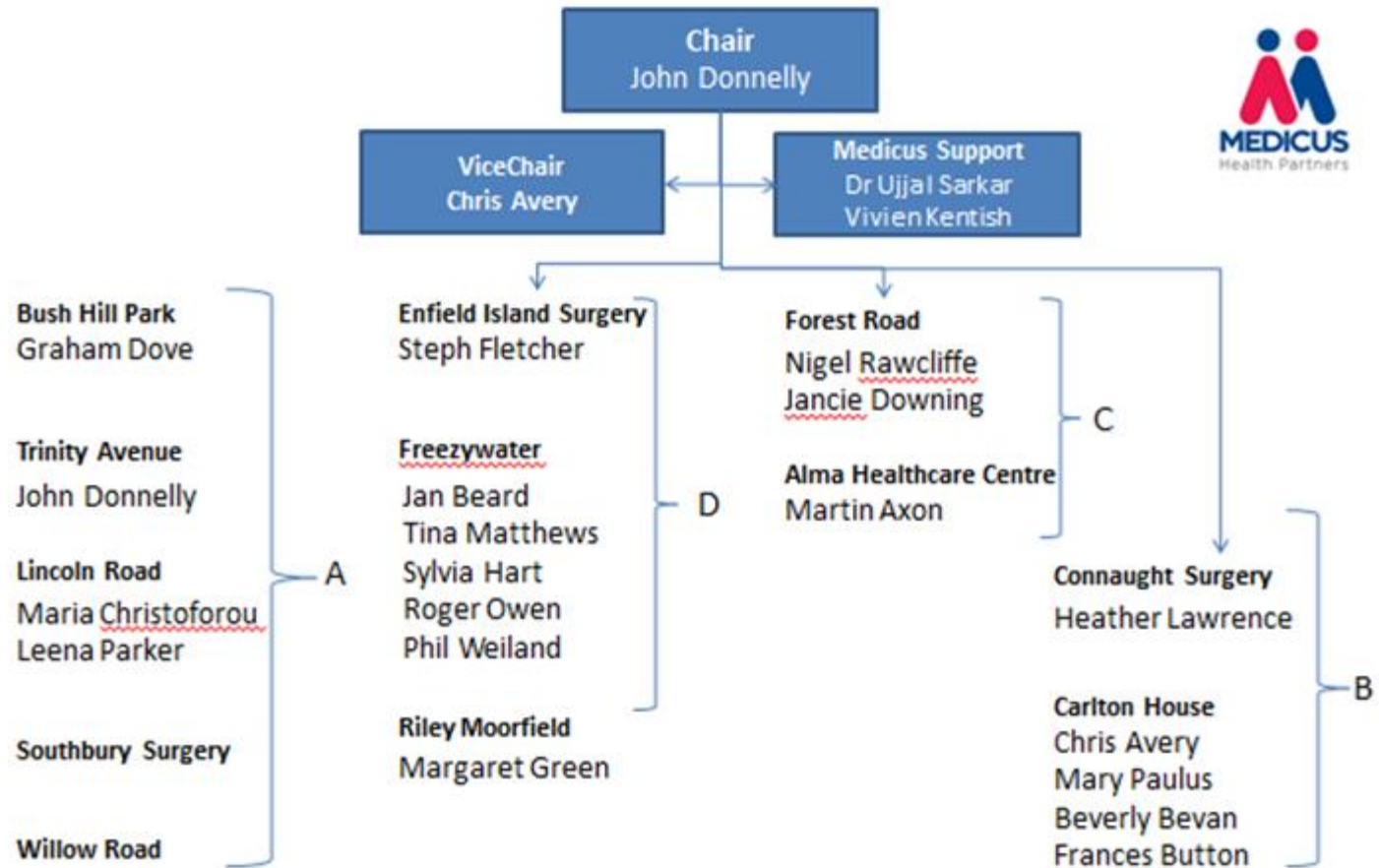


# Chair Update



**Email:**

PPG@medicushealthpartners.co.uk



**PPG – Structure and Members by Branch Site**

## Meeting Dates for 2023

Date	Time	Day	Venue
12 <sup>th</sup> April	2pm – 4pm	Wednesday	
14 <sup>th</sup> June	2pm – 4pm	Wednesday	
16 <sup>th</sup> August	2pm – 4pm	Wednesday	
18 <sup>th</sup> October	2pm – 4pm	Wednesday	
13 <sup>th</sup> December	2pm – 4pm	Wednesday	



# PPG Branding and Communications

## Guest Speaker Emma Rigby



## Patient Participation Group

Have you thought about joining our PPG?



We need a new PPG Graphic

- We are the voice of the patients
- Medicus keep us updated with what's going on
- We help shape services and give feedback
- Its only a few hours every two months

Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

Gain a better understanding of the NHS, and gather feedback from other patients.

Great things happen when we all work together  
Email the PPG via the Medicus Website or collect a form from Reception and we will be in touch.  
[www.medicushealthpartners.co.uk](http://www.medicushealthpartners.co.uk)



Join our PPG



**Patient  
Participation Group**



If you would like to meet your PPG Chair, please visit this site on the date and time below

**Meet the PPG Chair**

You can leave a message for them here, if you have a topic to raise/discuss or email in via the Website

[www.Medicushealthpartners.co.uk](http://www.Medicushealthpartners.co.uk)

Medicus Health Partners - PPG

Patient Participation Group Message Form



Please fill in the details below and hand into reception, this will be passed to the Local Representative or the PPG Chair for review.

Your Name	
Contact Number	
Contact Email	
Which Medicus Site are you registered at?	

Please complete the details below:

I would like to know more about joining the PPG	Yes	No
I have some suggestions and would like to discuss with my Local Representative	Yes	No





# Medicus Updates



## Veteran Friendly Practices Accreditation

✔ Thanks!

Thank you for submitting a request for Veteran Friendly Practices Accreditation. We will review your application and notify you of the outcome.

[Submit another response](#)

## MEDICUS HEALTH PARTNERS

www.medicushealthpartners.co.uk

**15/17**  
Overall Score

Website provider - Istra



**SSL Certificate: Yes**  
SSL certificate installed, ensuring that information flowing to your visitors from your website is kept totally secure.

**Clearly Visible Search Function: Yes**  
The search bar is present on the home page and in a place that is easy to find for users.

**Translation Button: Yes**  
Visible on home page and clicks to a recognised language translation service.

**Accessibility Function: Yes**  
Visible on home page for users with accessibility needs to select; offers users a variety of accessibility tools.

**Privacy Policy: Yes**  
Visible on home page, your website must have a link to a privacy policy by law.

**Sign-Up for GP Online: Yes**  
Visible on home page, allows users to either send a request to use online services or links to NHS login.

**Online Consultations: Yes**  
Visible for patients to choose an online consultation.

**Booking/Cancelling Appointments: Yes**  
Visible on the home page and allows patients to log into the website to book and cancel appointments to NHS apps.

**Self-Care and Symptom Checker: Yes**  
Available to find via the search bar and links to relevant syndicated content.

**My Planned Care: No**  
Visible on the home page, helpful information and guidance for patients waiting for a hospital consultation, treatment or surgery - [www.nhs.uk/conditions/online-consultations](#)

**NHS Number Finder: No**  
Visible on the home page, needed for any contact online so helpful for patients to know how to find this information. [www.nhs.uk/conditions/online-consultations](#)

## Patient Online Access Regulations

Medicus Health Partners are fully supportive of providing patients access to their own records, as it can support them to be an active partner in their health.

However, we are keen to do this in a safe and manageable way that protects our most vulnerable patients.

Further to advice received from North Central London Integrated Care Board, Medicus Health partners have decided on an 'Opt-In' solution, where each patient can request access to their record, which is then reviewed by the GP practice and screened to filter out any third-party information or other information that could be deemed harmful to the patient.

Patients are encouraged to use the Subject Access Request Form (download link below) to request medical records access. The Site administrators will then coordinate a review of the records and respond to the patient within 28 days.

[Download Form](#)



# Patient Access Requirements from 3<sup>rd</sup> April 2023

- Pharmacists, PA's & ECP's
- Pre-bookable appointments (where available)
- Patches
- Hub appointments
- Paediatrics clinic
- Micro-suction clinic (if no infection)
- Local pharmacies (if appropriate)
- 111, urgent care or A&E (Emergencies/ red flag symptoms)
- Smear Clinics, Child Imms Clinics, BP Clinics
- Self-Referral for Physio, Talking Therapies and Maternity

**GMC Requirements – patients offered an assessment of need to enable appropriate signposting – not asked to call back tomorrow**

**Training for Call Handlers  
Review of Telephone Traffic  
Monitor patient feedback**

## New Campaigns for 2023

PPG Support  
Healthcare Campaigns

Online Access

Newsletter

Relocations

Not just a GP – Healthcare  
Centre – Staff Roles



### Shingles

More than **50,000** cases of shingles occur in the over 70s every year in England and Wales



In this age group, around **1 in 1000** cases results in death



Symptoms include: rashes or blisters on **one side** of the body, burning or **shooting pain**, itching, fever, **fatigue** or headache



On average, cases last **3 to 5 weeks**. Most people only get shingles once, but you can get it more than once



Almost **30%** of individuals develop a painful complication called **Post Herpetic Neuralgia (PHN)**. Generally, this pain continues for **3 to 6 months**, but it can last even longer

The risk of shingles is higher in those with conditions such as **diabetes** or **rheumatoid arthritis**



### Social Prescriber – Link Worker – No

**Social prescribers work in the Medicus Team** looking at assessment of what care and support people need, such as physical activities, learning new skills, making new friends or finding employment.

Social prescribing is a way of helping patients deal with the things in their life that can make patients feel unhappy, stressed or anxious.

Addressing these things takes a little extra time and support. Social Prescribers can help arrange and give to access a wide range of activities and support patients in the local community and can help turn things around.

GPs and HCP refer patients to Social Prescribers to help treat the whole person and not just the medical issues, plus GPs can see notes from Social Prescribers and monitor progress.



## The Patient Voice – New Articles – Ideas Please



## New Campaign for 2023

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**PPG Support**

**Relocations**

Bush Hill Park  
Southbury  
Trinity Avenue



## Keeping everyone updated – Relocating to Lincoln Road

[Poster for relocating Sites](#)

[Leaflet and Poster for Sites – Example Bush Hill Park](#)

Large Poster and A5 leaflet for patients

Option to Ask a Question about the relocation:

- Online – Via PPG Page?
- [In writing – Paper option at the Site](#)
- Site Meeting with PPG Representation
- Telephone Messages updated with information
- Website updates

