

PPG – Meeting Minutes

16th August 23 – MHP – MHP - Freezywater

Attendees

John Donnelly - Chair	Heather Lawrence	Marios Pommpouris
Chris Avery – Vice Chair	Sylvia Hart	Jan Beard
Stephanie Fletcher	Clr Gina Needs	Lil Rowley
Leena Parkar	Punam Knowles	John Ashton
Christine Williams		

Apologies

Christine Clark	Tina Matthews	David and Margaret Green
Nigel Rawcliffe	Maria Christoforou	Phil Weiland
Roger Owen	Martyn Axon	Mary Paulus
Graham Dove	Dr U Sarkar	

Medicus Representatives:-

Vivien Kentish

Guest Speakers – PA – Deepika Khanal & Sinead Coleman (Physician Associates)

1. Welcome and Apologies
 - Welcome new Attendees
 - Update from Graham Dove
2. Review and agree minutes of last meeting – June 23
3. Actions from the last meeting (Action Log)
4. Chair Update
 - Surgery Meetings – Local Reps
5. Review of Issues and Complaint Themes (Issues Log)
6. PPG Projects Review
 - Guest Speaker –Physician Associate – will be talking about their role and how they work within the clinical team to support patients
 - Review Projects and Working Groups
 - Relocation Team (BHP, TA, SS)
 - Review Impact - Southbury Closure
 - Review staff role posters
 - Demo of Patches – Telephone Access Option
7. Medicus/ PCN Updates
8. AOB

Meeting Minutes

No	Agenda Item	Actions
1	<p>Welcome and Apologies The Chair welcomed everyone to the meeting, and ensured everyone had a copy of the Agenda for the meeting today.</p> <p>Original members from Riley House John Ashton and Lil Rowley, had only just found out about the PPG Group for Medicus, they are not able to access email, so arrangement will be made to send copies of Agendas and Minutes in the post</p> <p>Apologies were received from members noted for the minutes.</p>	Vivien – ensure John and Lils details are recorded for PPG further information.
2	<p>Minutes of the Last Meeting The minutes of the meeting had been circulated to all members via email before the meeting– there were no changes highlighted.</p>	Minutes accepted and sent to MHP Board and the Digital Team to publish on MHP Website.
3	<p>Actions from the Last Meeting (Actions Log) Updates discussed at the last meeting were reviewed – it was agreed to review the Outcome of the completed Actions as a group at the next meeting.</p>	Vivien to prepare a slide so the Members can work through the “Outcomes”
4	<p>Chair Update</p> <ol style="list-style-type: none"> 1. Graham Dove - Bush Hill Park 2. Relocation Meetings at Trinity, Southbury and Bush Hill on 5th July <ol style="list-style-type: none"> a. Review of the site visits - please update why we are moving your observations b. Patient Engagement - added some further information about the moves to assist patients with contact details and dates <p>The PPG Members requested that there is a Partner/s to attend meetings when Dr U Sarkar is not available.</p> <p>Chair and Vice Chair would request to update the Board in person and not just by way of the minutes of the PPG Meetings.</p>	<p>Vivien to send card from PPG Members to wish Graham a speedy recovery</p> <p>Vivien to request a Partner to attend all meetings</p>
5	<p>Review of Issues and Complaint Themes</p> <p>The issues log was displayed on the screen for all</p>	

	<p>members to view.</p> <p>The response message now being used for emails was displayed for PPG Members. This has been sent to all MHP Sites by the Managing Partner to help with communication with patients.</p> <p>The members discussed the issues already highlighted and requested some further ones be added onto the log.</p> <p>There were long discussions on:</p> <ul style="list-style-type: none"> • Level of Service • Questions on processes in place • Customer Service – staff attitude • Requests not completed or wrong <p>Vivien talked through the Medicus Vision, the challenges and hard work that is going in the background to make improvements to the service.</p>	
6	<p>PPG Projects and Review</p> <p>Guest Speakers Deepika and Sinead both PA’s – Physician Associates introduced themselves and gave a presentation on their roles now and in the future. The PPG Members had several questions and felt they now understood more about the support PA’s can offer.</p> <p>Relocation to Lincoln Road for Southbury, Bush Hill and Trinity– Parking and Transport being the main concerns.</p> <p>Chris A gave an update on the “Access Working Group”</p> <p>Members agreed to take part in a “Skills Audit, it was identified that there are many skills within the group that could be of great benefit at different stages of projects.</p> <p>Secret Shopper – Members were happy to take part and bring their experience to the next meeting.</p>	<p>Chair to contact TFL and Vivien to prepare maps and visuals to accompany</p> <p>Vivien to look at charitable options for patient transport.</p> <p>Vivien – send out Secret Shopper Questions for Members to take part and document their experience</p>
7	<p>Medicus and PCN Updates</p> <p>Reminder about COVID Booster and Flu Vaccinations for over 65 and vulnerable patients starts in September 2023. Please watch website and Social Media for further information.</p>	

9	<p>AOB – Any Other Business</p> <p>Support for Outreach Day at Carlton House, several members volunteered, final plans will be made at the next meeting</p> <p>Agreement from the Members to enter the PPG Corkhill Award</p> <p>Full version of the new staff posters, very kindly designed by Steph were shown to the group, these will now be displayed in MHP sites to help patients identify and understand the different staff roles</p> <p>Patchs Telephone Assistant – a very quick demo of the new Patchs Telephone was delivered to the group. Due to time, further details will be available at the next meeting</p>	<p>Vivien - to download and start to Complete Form for the Award and review with the members at the next meeting</p>
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The meeting closed at 4pm

Date of next meetings:

Date	Time	Day
18 th October	2pm – 4pm	Wednesday
13 th December	2pm – 4pm	Wednesday

Venues will be advised nearer the time and full details will be on the Agenda when it is issued for each meeting.

Social Media Update for PPG Members

Facebook <https://www.facebook.com/MedicusHealthPartners>

Instagram <https://www.instagram.com/medicushealthpartners/>

Twitter <https://twitter.com/MedicusPartners>

Feedback or suggestions regarding content going out on social media please fill this form which will be delivered directly to the correct team. <https://forms.gle/RWTXHuW4GF95b6c8>