

Medicus Health Partners
PPG – 18th October 2023
Freezywater – Medicus Surgery



18th October 23

PPG Meeting



1. Welcome and Apologies

Review of Minutes from the Last 16th August 23

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

1. Welcome and Apologies
2. Review and agree minutes of last meeting –August 23
3. Actions from the last meeting (Action Log)
4. Chair Update
 - TFL
 - Lincoln Road – Extension
 - Update on sites relocating
 1. Patient Feedback
5. Review of Issues and Complaint Themes (Issues Log)
 - Discussion with MHP Partners
6. PPG Projects Review
 - Demo of Patches – Telephone Access Option
 - Secret Shopper
 - Outreach Support Day – Homeless GP Service
7. Medicus/ PCN Updates
8. AOB



Review of Complaints & Themes

Communication

Discussion with GP Partners



Dr Sarit Ghosh – Carlton House
Lead Partner: **Medicus Health
Partners**

Clinical Director: **Enfield Unity
PCN**

Co-Chair: **Enfield GP Federation**



Dr Alex Jayaratnam – Lincoln Road
GP Partner: **Medicus Health
Partners**

Digital and IT Lead: **Medicus
Health Partners/PCN Support**





Sites Incoming Calls

Average Calls received per day – 3,000

25% of calls received during 8am and 9am

Call Waiting Time

Average call waiting time reduced from 6.8 mins in May 23 to 4.2 mins which has been consistent since August 23

Separate Vaccination Help Line and Trained Support Team –

answered over 3,000 calls in September to free up site receptionist to deal with other enquires

Abandoned Calls

Reduced from 15% to 7%

Cluster Call Handling and Contact Centre

To offer more capacity at peak times

Medicus hope that patients are seeing improvements in Call Handling



Medicus Updates

Medicus Vaccine Helpline will be active to help answer queries, book appointments & general advice

0208 920 9615

Mon – Fri 8am-4pm

A link to this service is available when patients call Medicus sites – so they don't have to wait in the queue



Flu and COVID Vaccination Clinics

- **Flu** Starts w/c 4th September 23– over 65 & other conditions that qualify
 - **Children's Flu** (Nasal Spray) – via Nurse at Surgery sites
 - **COVID Autumn Booster** starts – From 1st October 23– over 65 and Immuno Supressed /Cancer patients – Carlton House only – ends Dec 20th - 23
-
- Eligible patients will receive
 - Text message with link to book
 - Letter giving details of how to book
 - Medicus will publish details on Website, Social Media and in Surgery Receptions
 - Bookable and walk-in Services will be available
 - Main Service delivery at Carlton House
 - Medicus Sites may also run clinics and Clinical Staff can offer Flu Vaccines
 - Vaccines can be co-administered (Both on same day – different arm)



New Campaign for 2023

PPG Support

Relocations

Bush Hill Park – 2,200

Southbury – 4,500

Trinity Avenue – 3,000

Registered patient indication

[Poster for relocating Sites](#)



Keeping everyone updated – Relocating to Lincoln Road – 480 patient responses

Southbury to move to Lincoln Road – last week in October 23

- NHS have engaged with Patients via a survey, with positive outcomes
- Medicus has received emails and patient queries regarding this move, all have been answered

Bush Hill & Trinity to move to Lincoln Road – in December 23

- NHS have engaged with Patients via a survey, with positive outcomes
- Medicus has received emails and patient queries regarding this move, all have been answered

This is classed as a Contract Variation and therefore needs NHS approval and engagement with patients and stakeholders.

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



New Campaigns for 2023

PPG Support

Healthcare Campaigns

Online Access

Newsletter

Relocations - Update

Not just a GP – Healthcare
Centre – Staff Roles



Medicus Outreach - Homeless Service – Winter Support

- PPG Support
- Ideas
 - Collection of Items (Gloves, Hats, Jumpers etc)
 - Waterproof Bag
 - Soup Kitchen Event – Carlton House
 - Travel Cards – can Council advise if there are schemes for homeless people
 - Thermos Mugs

PPG – Secret Shoppers – Customer Service Improvement

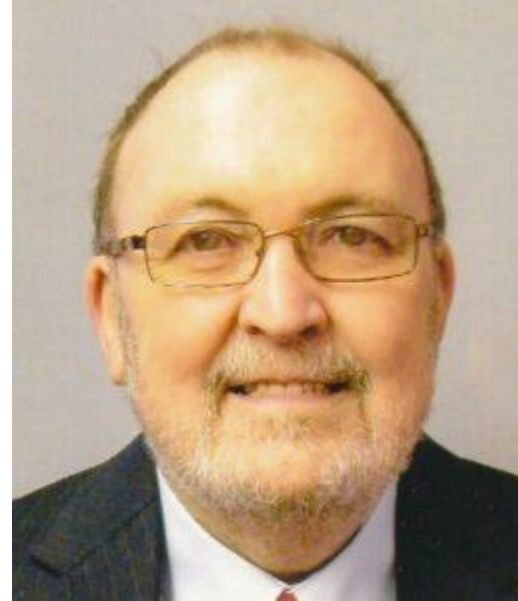
- September Project
- All PPG Members can take part
- Well with training staff
- Information for sites on Performance

The Patient Voice – New Articles – Ideas Please



AOB

The Corkill Award



Joe Corkill (picture) former Chairman of N.A.P.P. and that the Corkill Award was established in recognition of his contribution to the promotion of patient participation for over 20 years. This Award is back and will recognise the outstanding work by a PPG during the past year. We would like members to share and celebrate how your PPG has made a difference. The Award is being launched in September, with the winner being announced at the AGM on 18th November 2023. Please start thinking about your entry and watch this space for further details.

The Award is a cash payment of £500 to the successful Group and a plaque or framed photograph of the presentation for display within the winning practice. The prize money can be used in any way that the PPG chooses. The winning group will be invited to write a piece for the N.A.P.P. newsletter and to speak at a future N.A.P.P. Seminar.

The Award will recognise outstanding work by a PPG in the preceding year which demonstrates achievement in relation to the key themes set out in the application form. Each year, the criteria are designed to highlight the developments and scope of PPG activities and how they are meeting the challenges in a fast-changing NHS.

