

Medicus Health Partners

PPG – Meeting Minutes

10th April 2024– MHP – Carlton House



Attendees

John Donnelly - Chair	Beverley Bevan	
Chris Avery – Vice Chair	Tina Matthews	
Nigel Rawcliffe	Christine Williams	
Vivien Kentish – MHP		

Apologies

Christine Clark	Jan Beard	
Mary Paulus	Dr U Sarkar	
Roger Owen	David and Margaret Green	
Marios Pommpouris	Phil Weiland	
Leena Parkar	Heather Lawrence	

Medicus Representatives:-

Vivien Kentish

Agenda

1. Welcome and Apologies
2. Review and agree minutes of last meeting 14th February 24 and associated Actions
3. Chair Update
 - Planned Meeting with Medicus Board
 - Lincoln Road Tour and afternoon Tea – 13th March – Feedback from attendees
 - Review of recent issues – reported and discussed with Site Managers
 - Update on Parking at LRMP – visit from Local PM Planned 12th April
4. PPG Projects Review
 - Review of Location Maps for MHP Sites
 - Secret Shopper – Collection of Results
 - Food Bank Collection Stations/Project
 - Support for Homeless Project
 - PPG Patient Survey
5. Medicus/ PCN Updates
 - COVID Vaccinations –
 - Social Media Data/Reach/Effective Messaging –
 - Other Vaccination Queries (Nigel R)
6. 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>Apologies were received from members noted for the minutes.</p>	
2	<p>Minutes of the Last Meeting – 14th February 2024 Minutes of the last meeting were reviewed and approved by the members in attendance.</p>	
3	<p>Chair Update A meeting with the Medicus Board has been booked for 25th April 2024, a presentation is being prepared, and feedback will be offered at the next PPG Meeting. Members put forward questions/comments for the Board:</p> <ul style="list-style-type: none"> • Complaints are not dealt with in a timely manner, process in not fit for purpose • Do Board need to agree to survey <p>The Chair and members who attended the Lincoln Road afternoon tea and tour of the new and upgraded areas reported back to the members who were not able to attend. There was also an opportunity to meet some of the staff, both clinical and non-clinical. The feedback was very positive, opportunity to perhaps hold a PPG meeting at Lincoln Road so other members who do not visit the site can see the site. Members agreed that more information about the investment that MHP is making in upgrading facilities might help patients understand more. Perhaps more details included in the next issue of the Patient Voice will give patients more insight into what MHP is trying to achieve</p> <p>The members reviewed the issues sheet that had been prepared from patient feedback and presented at the Practice Managers Meeting for discussion with them. There were some very important points raised the MHP was grateful to the PPG for the time taken to put forward – this document was also sent to the Managing Partner (Uttara Sarkar)</p>	<p>Chair & Vice Chair: Report back on meeting with the MHP Board</p> <p>Chair: Report back on Meeting regarding Parking Issues</p>

	<p>The responses to the feedback were discussed by the members; improvements will be monitored and discussed at further PPG Meetings.</p> <p>Parking at Lincoln Road has been on the PPGs radar for many months, letters have been written, including a copy to the Mayor of London – with no response. Finally there is some traction and PPG Chair will attend a meeting at Lincoln Road with representatives from Enfield Council and highways to review the issues:-</p> <ul style="list-style-type: none"> • Unrestricted parking – Commercial vehicles and cars for repairs by local garages left for weeks • Disabled and Ambulance bays <p>Chair to report back after the meeting – scheduled for 12th April 2024</p> <p>The members also discussed the Enfield Referral Service (ERS) – now this service is closed and practices are sending referrals directly to services. MHP has dedicated staff to deal with these referrals.</p>	
4	<p>PPG Projects Review of Location Maps and suggestions from members:</p> <ul style="list-style-type: none"> • Enlarge bus route graphic • Link to Route Planner on Website • Sign to Lincoln Road Medical Practice on A10 – due to number of services now being delivered there and patient visiting from all over Enfield. <p>Secret Shopper – this will now be rolled into the Patient Survey</p> <p>Food Bank – Medicus is now signed up with the Food Bank and will be receiving a basket/posters for Lincoln Road to start with.</p> <p>Support for Homeless Service</p> <p>PPG – Patient Survey – Will be presented to MHP Board and final version reviewed at the next meeting in June.</p>	<p>Vivien to Update & find out about signage on A10</p> <p>Vivien to Update Members on PPG Involvement</p> <p>Vivien to find out more about where PPG can help</p>
5	<p>Medicus and PCN Updated COVID Vaccines Boosters are being delivered from Carlton House for our patients – over 75 and Immune Suppressed. Use MHP Vaccine Helpline for</p>	

	<p>information & booking</p> <p>Social Media – there was not enough time to review this item – will be transferred to the next meeting. With these issues, using UK Content – some terminology is confusing and does not give helpful information Eg. contact your Doctor urgently – patients are saying this is not possible?</p> <p>Are we measuring the value of posts and articles? What should be posted under the MHP name?</p> <p>Other Vaccine Enquiry (Nigel) – Vivien provided the current guidelines and information regarding RSV vaccinations, Which is only available privately at the moment.</p>	
6	<p>AOB</p> <p>Members discussed the option to extend the PPG Meetings as 2 hours is proving difficult to cover all the agenda items.</p> <p>Members also brought two other AOBs Incorrect messages sent out for appointments Access is still an issue with examples of:-</p> <ul style="list-style-type: none"> • 7th in Queue at 8am – told appointments all gone • Patients who are told to contact GP prior to Hospital Admission, sent email with details – advised to call at 8am • Complaints process not working • Getting inconsistent help from Receptionists 	<p>Vivien to Look at room availability</p> <p>Vivien to discuss with Site Managers</p>

The meeting closed just after 4pm

Date of next meetings:
12th June 2024

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/RWTeXHuW4GF95b6c8>