

Medicus Health Partners

PPG – Meeting Minutes



12th June 2024– MHP – Carlton House

Attendees

John Donnelly - Chair	Beverley Bevan	Maria Christoforou
Chris Avery – Vice Chair	Jan Beard	Clare Spring
Nigel Rawcliffe	Christine Williams	Tina Matthews
Vivien Kentish – MHP	Leena Parker	Mary Paulus
Graham Dove		

Apologies

Christine Clark	Heather Lawrence	
Phil Weiland	Dr U Sarkar	
Roger Owen	David and Margaret Green	
Marios Pommpouris		

Medicus Representatives:-

Vivien Kentish

Agenda

1. Welcome and Apologies
2. Review and agree minutes of last meeting 10th April 2024 and associated Actions.
3. Chair Update
 - Meeting with Medicus Board Update from Chair and Vice Chair
 - Update on Parking at LRMP – Meeting with Traffic Team & Local PM - 12th April.
 - Willow House extension
4. PPG Projects Review
 - New Members (Introduction 12th June 1pm)
 - Review of Existing Members
 - Review of updated Location Maps for MHP Sites
 - PATCHS Telephone Assistant – Review of Data & New Sites
 - Secret Shopper
 - Food Bank Collection Stations/Project
 - Support for Homeless Project
 - PPG Patient Survey
5. Medicus/ PCN Updates
 - COVID Vaccinations
 - Social Media Data/Reach/Effective Messaging
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 – 10th April 2024 Minutes of the last meeting were reviewed and some alterations need to be made, some members who attended were missed off the list.</p> <p>Medicus is trying to find a Minute taker for the PPG.</p>	Vivien to amend
3	<p>Chair Update</p> <p>Board Meeting Chair and Vice Chair updated the Members regarding the meeting with the Board on 25th April. A short presentation showing the structure, projects and objectives was very well received. The Board were impressed with the PPG, want to meet regularly and are happy to support projects like the Patient Survey.</p> <p>Lincoln Road Parking On 12th April the Chair attended a meeting at Lincoln Road Medical Centre with MHP staff, Enfield Highways and a local council representative to review the issues in the surrounding roads, old cars parked awaiting repair, commercial vehicles taking up parking places for weeks and not moving. This reduces parking for patients; a map was presented to show a proposed section which will have restrictions between 8 & 6, so there is a turnover of vehicles to offer more opportunities to secure parking places when attending an appointment. There will be a public consultation regarding this.</p> <p>Willow House Extension is in progress at this site.</p>	Chair – keep Members updated.
4	<p>PPG Projects</p> <p>New Members Chair advised that before the meeting 2 new potential PPG Members came for a short intro</p>	Vivien - to prepare some comms for review at the next meeting.

	<p>presentation. From 12 applications and an invitation, 6 responded and 2 arrived. Both indicated they would like to join. Details will be sent to each new member.</p> <p>There was a general discussion regarding members who have not engaged for many months, should we send an email to confirm members who are still wanting to be part of the PPG. Also to check on Members who advise they are attending and do not arrive.</p> <p>Secret Shopper - Project closed.</p> <p>Food Bank – Members agreed happy to support and will bring items to PPG Meeting for the Food Bank.</p> <p>PPG – Patient Survey The survey was reviewed by the PPG, notes taken; a test will be prepared to evaluate the data collected and the format.</p> <ul style="list-style-type: none"> • Quote for printed versions also required. • Email version in Word • Link on Website to an online form <p>PATCHs Telephone Assistant Members were updated on the pilot at Lincoln Road, Carlton House and Connaught are now also offering the service. Feedback has been mostly positive. Members were also able to view the call handling dashboard for all MHP sites.</p> <p>Support for Homeless Project Members agreed to continue</p> <p>Location Maps Format reviewed</p>	<p>Vivien to send out a note to PPG Members to remind them to bring items for the Food Bank to the next meeting.</p> <p>Vivien – prepare a test in Google Forms</p> <p>Vivien to obtain a quote</p>
5	<p>Medicus and PCN Updated COVID Booster closes end of June.</p>	

6	<p>AOB These issues were discussed:- Complaints process is not working, members would like to know who owns the complaints and what can be done to fix this issue.</p> <p>Members offered several examples of issues and complaints that have not been addressed, responded to or completed.</p> <p>Information on website, in surgeries and given out by reception is not consistent. Members asked some questions about how Website is kept updated.</p>	<p>Vivien to discuss with Managing Partners and Site Managers</p> <p>Nigel to confirm his findings on website that need rectification.</p>
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The meeting closed just after 4pm

Date of next meetings:
14th August 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/RWTeXuW4GF95b6c8>