

Medicus Health Partners

PPG – Meeting Minutes



13th December 23 – MHP – MHP – Carlton House

Attendees

John Donnelly - Chair	Maria Christoforou	
Chris Avery – Vice Chair	Jan Beard	
Stephanie Fletcher	Beverley Bevan	
Mary Paulus		

Apologies

Christine Clark	Tina Matthews	David and Margaret Green
Nigel Rawcliffe	Punam Knowles	Phil Weiland
Roger Owen	Martyn Axon	Sylvia Hart
Graham Dove	Dr U Sarkar	Cllr Gina Needs
Christine Williams	Leena Parkar	Heather Lawrence
Marios Pommpouris		

Medicus Representatives:-

Vivien Kentish

Dr Jarir Amarin – GP Partner – MHP Carlton House

1. Welcome and Apologies
2. Review and agree minutes of last meeting – October 23
3. Actions from the last meeting (Action Log)
4. Chair Update
 - TFL – Bus Routes
 - Lincoln Road – Extension
 - Update on sites relocated
 - 2024 Meeting Dates – Members to agreed
5. Review of Issues and Complaint Themes (Issues Log)
 - Discussion with MHP Partner
6. PPG Projects Review
 - Secret Shopper
 - Outreach Support Day – Homeless GP Service
 - Access Working Group
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>Apologies were received from members noted for the minutes.</p>	
2	<p>Minutes of the Last Meeting Will be reviewed at the next meeting</p> <p>The group is still looking for a minute taker to support delivery within the timescale documented in the “Terms of Reference”</p>	
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 update
4	<p>Chair Update</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>TFL enquire regarding Lincoln Road Bus Routes and parking – no response to the letter and concerns raised.</p> <p>Dates for meeting in 2024 and agreement that the February Meeting should be an AGM to re-elect officers</p> <p>Corkhill Award Medicus PPG submitted an entry, unfortunately we did not get nominated</p> <p>The Chair welcomed Dr Jarir Amarin, a GP Partner from Carlton House, who joined the meeting to introduce himself to the PPG Members and take any questions or observations. Dr Amarin had an honest and open discussion with the group, with regard to current challenges within primary care, review of some articles recently released in the press.</p>	<p>Vivien to send request to Dr. Ujjal Sarkar</p> <p>Vivien to send Letter and details to Mayor of London.</p> <p>Vivien will send out 2024 dates</p>

5	<p>Review of Issues and Complaint Themes</p> <p>1. Lincoln Road PPG Representative brought an issue to the group. New call system not working, patient waited 2hrs before she enquired or anyone checked on her. There was a group discussion about receptionists being more vigilant and helpful in unusual circumstances such as this. Taking notice of the waiting room environment, keeping patients updated if there are delays Better training.</p> <p>2. Lincoln Road – X-Ray operated by InHealth Patient would like to know why they are being sent to Chase Farm Hospital for X-Rays when we have a really local unit – even by Medicus staff.</p> <p>3. General Observations from the group:-</p> <ul style="list-style-type: none"> • Staff do not introduce themselves when seeing or contacting patients • Consultations are often interrupted by staff with a query or needing something, this should wait until in-between patients not during consultations. Privacy is an important part of the appointment can distract and eat into time. • Patients do not feel welcome at some Medicus Sites. • Wasted appointments, a group member reported that they had cancelled 2 appointments in the future at Reception, as the issues had been resolved and addressed at an “On the day appointment” – the appointments were not cancelled and calls were made on both occasions. 	<p>Vivien to feedback to LR</p> <p>Vivien to produce a case study for this issue</p>
6	<p>PPG Projects and Review</p> <p>Chris A gave an update on the “Access Working Group” – the patient questionnaire is nearly ready for review. A meeting with Medicus to agree how the questionnaire can be shared and collected will be required. Plus, how the data is used, issues highlighted are resolved and communicated to patients.</p> <p>Secret Shopper – Members were reminded to bring or submit their forms ready for review at the next meeting.</p>	<p>Date to be agreed for Medicus review of Questionnaire with the group.</p>

7	Medicus and PCN Updates Reminder about COVID Booster ends in December; there may be a slight extension into January 24. Flu Vaccinations for over 65 and vulnerable patients starts in ends in March 2024.	
8	AOB – Any Other Business Please bring “Secret Shopper” results to next meeting	

The meeting closed at 4pm

Date of next meetings:

14th February 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/RWTXHuW4GF95b6c8>