



14th August 2024– MHP – Lincoln Road Medical Practice

Attendees

John Donnelly - Chair	Beverley Bevan	Maria Christoforou
Chris Avery – Vice Chair	Christine Williams	Eric Jukes
Nigel Rawcliffe	Leena Parker	Tina Matthews
Vivien Kentish – MHP	Sylvia Hart	Mary Paulus
Graham Dove	Marios Pommpouris	

Apologies

Christine Clark	Jan Beard	
Heather Lawrence		
Dr U Sarkar		
David and Margaret Green		

Medicus Representatives:-

Vivien Kentish

Wednesday 14th August 2024 2pm – 4pm

Location – Lincoln Road Medical Practice, Lincoln Road, Enfield. EN1 1LJ

As a thank you to PPG Members for their support, Medicus would like to invite you for afternoon tea at Lincoln Road Medical Practice. We will combine this with a shorter meeting and our Food Bank Project, so please can all members bring an item/s for the first collection. (As you will see, I have sent a separate email that has also gone to the staff)

Agenda

1. Welcome and Apologies
2. Review and agree minutes of last meeting 12th June and associated Actions.
3. Chair Update
 - PPG Patient Survey – Test Update
4. PPG Project – Food Bank Collection Day
5. Medicus/ PCN Updates
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 today.</p> <p>Apologies were received from members noted for the minutes.</p>	
2	<p>Minutes of the Last Meeting – 12th June 2024 Minutes of the last meeting were reviewed, a date need to be amended</p> <p>Medicus is trying to find a Minute taker for the PPG.</p>	
3	<p>Chair Update Welcomed all Members to the New Lincoln Road Building, including our new Member Eric Jukes who joined officially for the first time.</p> <p>Vivien thanked the Members on behalf of Medicus for the support provided and they enjoyed they Summer Event.</p> <p>Dr Sadhu came to thank the PPG Members for their support for the Food Bank. Medicus Staff and PPG Members filled the basket provided and there were two additional bags filled ready for collection.</p> <p>PPG Members agreed that this is a project that will be supported throughout the year. A photo was taken for Social Media posts and the Newsletter.</p> <p>Lincoln Road Parking Medicus is still awaiting an update on the proposed scheme to limit parking time and allow more patients to get parking in the area whilst visiting Lincoln Road Medical Practice.</p> <p>PPG Member reported being blocked in the Car Park and not able to find the owner, taking a bus to their next appointment and having to return later to collect their vehicle.</p>	<p>Vivien to send out a note to PPG Members to remind them to bring items for the Food Bank to future meetings.</p>

4	<p>PPG Projects Members communications to ascertain who still wants to be involved in the PPG and if someone is not arriving a wellbeing note to be sent. PPG Members reviewed the messages drafted and agreed on a version to be sent out.</p> <p>PPG – Patient Survey A draft test online version of the Patient Survey was created, the Chair and Vice Chair to test. There were a few amendments required</p> <ul style="list-style-type: none"> • Quote for printed versions – Medicus can now do this at Lincoln Road • Email version in Word, with fields to can be filled in the emailed back • Link on Website to an online form • Poster with QR Code in the surgeries <p>It was discussed that Oct-Dec would be a good time to launch the Survey, after Medicus Board approval.</p> <p>PATCHs Telephone Assistant Mixed reviews with lots of questions. It was agreed that Vivien would ask PATCHs if they would like to join a PPG Meeting to hear feedback from patients, also give PPG Members the chance to ask questions.</p>	<p>Vivien - to send out communication to Members and feedback the results at the next meeting.</p> <p>Vivien. Make Amendments and present at the Oct Meeting</p> <p>Vivien. – Contact PATCHs</p>
5	<p>Medicus and PCN Updated Reminder about Flu Vaccines and COVID Boosters, starting in Oct 24.</p>	

6	<p>AOB</p> <p>Complaints:-</p> <ul style="list-style-type: none"> • Process not followed • Timescales not adhered to • Lack of responses/requires chasing to resolve • Unresolved issues <p>Website/Published Information</p> <ul style="list-style-type: none"> • Not up to date • Needs general overhaul <p>Site Issues:-</p> <ul style="list-style-type: none"> • Lack of knowledge by Call Handlers/Reception Staff • Staff training • Repeat Prescriptions are taking much longer. Pharmacy are getting lots of complaints and issues • Sample boxes overflowing • Sites advising patients, Dr are away and we are running behind • Patient Check-in screens are not working at Carlton House <p>Chris Avery requested that all Members have a think about the PPG mission/what can be done to help drive things forward, please send or bring ideas to the next meeting.</p>	<p>Vivien: to talk with Partners</p> <p>Nigel: to supply information</p>
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The meeting closed just after 4pm

Date of next meetings:

30th October 24

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>