

## Medicus Health Partners

### PPG – Meeting Minutes



## 16<sup>th</sup> February 24 – MHP – MHP – Freezywater Primary Care Centre

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### Attendees

John Donnelly - Chair	Maria Christoforou	Leena Parkar
Chris Avery – Vice Chair	Sylvia Hart	Graham Dove
Nigel Rawcliffe	Beverley Bevan	Punam Knowles
Lilian Rowley	Tina Matthews	John Ashton
Anisha Rawal – Minute Taker	Vivien Kentish – MHP	

### Apologies

Christine Clark	Jan Beard	David and Margaret Green
Mary Paulus	Stephanie Fletcher	Phil Weiland
Roger Owen	Martyn Axon	Heather Lawrence
Christine Williams	Dr U Sarkar	CLlr Gina Needs
Marios Pommpouris		

### Medicus Representatives:-

Vivien Kentish

Before the formal meeting started, Dr Razzaq from the Freezywater site came and chatted with the PPG Members who had arrived early – he wanted to introduce himself and give a little information about the challenges the site are facing.

1. Welcome and Apologies
2. Review and agree minutes of last meeting 13<sup>th</sup> December 2023
3. Chair Update and AGM
  - Re-election of Officers
  - Review of Annual Activities
  - Review of Terms of Reference
  - Review dates for 2024 meeting
4. PPG Projects Review
  - Secret Shopper – Collection of Results
5. Medicus/ PCN Updates
6. AOB

## Meeting Minutes

No	Agenda Item	Actions
1	<p><b>Welcome and Apologies</b> 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><b>Minutes of the Last Meeting</b> Reviewed</p> <p>Anisha Rawal present as minute taker to support delivery within the timescale documented in the "Terms of Reference".</p>	
3	<p><b>Chair Update &amp; AGM</b></p>	
4	<p><b>Chair Update</b></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 enquiry regarding Lincoln Road Bus Routes and parking – no response to the letter and concerns raised, passed the 30 day period.</p> <p>Response from Councillor on parking is that they may put in a single yellow line nearby. Chair and Vice Chair asked all PPG members to write to their own Councillors regarding the parking situation.</p> <p>All members suggested Lincoln website to include Bus numbers and stops to help patients coming to surgery and various clinics.</p> <p>Vivien updated members that MHP are trying to re-instate the Ambulance bay and working on Disabled Bays being put in. May also be eligible for a grant to put in lockable cycling stands.</p> <p>Discussions around nearby works and possible barriers to parking around Lincoln Road.</p> <p>Dates for 2024 meetings sent out.</p>	<p><b>Vivien</b> to update on dates when known.</p> <p><b>Vivien</b> to send chaser</p> <p><b>Vivien</b> to put petition in Lincoln Reception</p> <p><b>Vivien</b> to update IT and to send bus routes information to Ophthalmology clinic team.</p> <p><b>Vivien</b> to chase regarding cycle path &amp; distribute to all.</p> <p><b>Vivien</b> to resend to all and to post to one PPG member</p>

	Chris A and John offered to join office again but welcomed any other interest. All members agreed they are happy as is.	<b>John and Chris A</b> to remain Chair and Vice Chair.
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5	<p><b>Review of Issues and Complaint Themes</b></p> <ol style="list-style-type: none"> <li>1. Lincoln Road call system update: Phone system is more stable at Lincoln and across the board. Vivien fed back members points to all site managers and we should see an improvement.</li> <li>2. General Observations from the group:- <ul style="list-style-type: none"> <li>• Staff do not introduce themselves when seeing or contacting patients – it is important to know who patients are seeing and their remit and it is very important for consent.</li> <li>• Consultations are often interrupted by staff with a query or needing something, this should wait until in-between patients not during consultations. This has been fed back to clinicians and site managers and shall again.</li> <li>• A PPG members husband was seen by a clinician at Lincoln who spent a lot of time on equipment issues and when it came to the patient asking a quick question about a health issue, the clinician said their appointment time is up.</li> <li>• Members and patients of former Bush Hill Park surgery asked if methods are the same after the move. Eg the length of the appointments was often as long as the patient needed. Vivien confirmed that sadly due to GP contract requirements we have to see a certain number of patients and therefore things will change. Suggestion of receptionists making patients aware that their appointment is expected to last 15 mins.</li> <li>• PPG member advised that she submitted a Patch and Lincoln asked her to come in. She waited 2 hours to be seen.</li> <li>• PPG member advised that RSV virus has greatly affected 3 members of his family.</li> </ul> </li> </ol>	<p><b>Vivien</b> to visit again with site managers.</p> <p><b>PPG member</b> to send <b>Vivien</b> further details on date &amp; time of appointment so this can be investigated.</p> <p><b>Vivien</b> to feedback to site managers</p> <p><b>PPG member</b> to send <b>Vivien</b> further details on date &amp; time so this can be investigated.</p> <p><b>Vivien</b> to discuss with clinical team at MHP and</p>
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	Would like further details on RSV vaccinations and if campaign can be done	report back at next meeting.
6	<p><b>PPG Projects and Review</b></p> <p>Chris A gave an update on the “Access Working Group” – the patient questionnaire is ready for review by the MHP Board. Will be using Survey Monkey and discussing which languages to translate in. Should be live for 6 months and then can collate and review. All in agreement to run a pilot of this. Board meeting pending but aim is to be live before next PPG meeting in April.</p> <p>Secret Shopper – Members were reminded to bring or submit their forms ready for review at the next meeting.</p> <p>Staff role posters are done and have been put up in all sites.</p> <p>Outreach December event a great success, lots of donations from staff for December and January events. January event not a success, no attendees.</p> <p>Discussion around supporting the homeless/ outreach service through more campaigns and different locations. Vivien has emailed the council about possible space to hold future events.</p> <p>Vivien thanked PPG members for all their hard work, their feedback is the patient voice and makes a difference.</p>	<p><b>Vivien</b> to resend the process to all members</p> <p><b>Vivien</b> to send chaser email to council.</p> <p><b>All PPG members</b> to share suggestions on venues and ideas to further project</p>

7	<p><b>Medicus and PCN Updates</b></p> <p>Vivien talked through the new Patches Telephone Assistant pilot at Lincoln Road. Feedback has been positive so far providing around 100 more appointment slots per day. They are triaged and moved to the appropriate clinician within an appropriate timeframe. Data is being collected.</p> <p>Anisha Rawal updated PPG on contact centre and the projects they are sometimes involved in.</p> <p>Members gave feedback that when the sites are closed, the phone messaging should advise when to call back for a telephone Patches.</p>	<p><b>Vivien</b> to update phone messaging for Lincoln.</p>
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	<p>Discussion around getting calls for the covid vaccine when already had done. Vivien advised of the delay in coding to the patients record which is now resolved.</p> <p>Relocated 3 sites into Lincoln Road (Southbury, Bush Hill and Trinity). Doing well so far and settling in. Would like to invite the PPG for a tour and afternoon tea.</p>	<p>Vivien to send details of date and time for the afternoon tea at Lincoln to all members</p>
8	<p><b>AOB – Any Other Business</b> Please bring “Secret Shopper” results to next meeting</p> <p>More information on RSA vaccine was requested, after point raised as AOB .</p> <p>To discuss the closure of Enfield Referral Service and solutions in next meeting.</p> <p>Vice Chair asked if AOB items could be sent in before the meetings in future, just to help with any information gathering we could do before the meeting.</p>	<p>Vivien to find out about RSA Vaccine.</p>

The meeting closed just after 4pm

Date of next meetings:

10<sup>th</sup> April 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>