

Medicus Health Partners

PPG – Meeting Minutes



30th October 2024– MHP – Carlton House

Attendees

John Donnelly - Chair	Eric Jukes	Mary Paulus
Graham Dove	Christine Williams	Tina Matthews
Nigel Rawcliffe	Leena Parker	Jan Beard
Beverley Bevan	Sylvia Hart	

Apologies

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

Medicus Representatives:-

Vivien Kentish

Uttara Sarkar (Tara) – MHP Managing Partner

Agenda

2pm – Q & A - Session with PATCHS Team

As discussed in August, a session with the Team from PATCHs has been arranged for this PPG Meeting for Members to understand more about the system ask questions and put forward user's observations and suggestions.

1. Welcome and Apologies
2. Review and agree minutes of last meeting 14th August 2024 and associated Actions.
3. Chair Update
 - PPG Patient Survey – review from 3rd Party
 - NCL PPG Report (copies will be available for Members)
 - Review of Members Suggestions and Observations
4. PPG Project – Food Bank Collection (Carlton & Connaught)
5. Medicus/ PCN Updates
6. AOB

Meeting Minutes

Q & A Session with PATCHs

Gwynneth Derere joined the meeting by telephone as the Teams Link was not working; her slides were displayed on the screen. There were several points raised by PPG Members:-

	Question	PATCHs Response
1	Voice recognition – some words are not easy to get the system to recognise – some accents struggle to be understood.	<p>PATCHs is always looking for feedback and this is valuable for further updates and enhancements to the product.</p> <p>There is a new version in testing that will address questions 1 & 2 – when this is released further feedback would be welcome. Also Medicus will look at messages on the Patchs Links.</p> <p>Question 3 has been raised by several people and will be looked into further.</p> <p>Hopefully the presentation answered question 4.</p> <p>PATCHs would welcome more feedback, any PPG Member who would like to be considered as a regular panellist on a focus group please send details to Vivien to pass onto PATCHs.</p>
2	PATCHs video is not representative of the actual process	
3	Process is long, for patients who use it regularly, could a 'FAST TRACK' version be created to cut down time and frustration	
4	Would like to know more about PATCHs Organisation and working with NHS	

No	Agenda Item	Actions
1	<p>Welcome and Apologies</p> <p>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> <p>There were apologies for the meeting date change, which was unfortunate, however Medicus had issues with a location and hoped to support and engage with the PCN.</p> <p>The Chair also informed the Members that Chris Avery had resigned as Vice Chair, his support for the PPG is noted and greatly appreciated. A new Vice Chair will be appointed following the agreed process.</p>	
2	<p>Minutes of the Last Meeting – 14th August</p> <p>Minutes of the last meeting were reviewed, there were 2 adjustments required, adding in the Carlton Check in system and ensure a members Surname was correctly spelt.</p> <p>Medicus is trying to find a Minute taker for the PPG.</p>	VK – to amend and re-circulate

	<p>Chair Update</p> <p>Patient Survey This has been reviewed by a 3rd party, the feedback was it was too long, people lose concentration and questions are not answered. Members agreed to see a new version of about 4-5 questions</p> <p>There was a discussion about how patients can access the survey – Vivien to create an online version.</p> <p>The Chair reported that there was an NCL PPG Group meeting that he was unable to attend. However, Nigel was at the meeting and gave the PPG Members an overview, good event where he made contact with Turkish representatives who have been trying to contact MHP to help with engagement.</p> <p>Review of Members Observations and Comments/AOBs The Chair welcomed Tara (MHP Managing Partner) to the meeting – the Members had prepared a list to discuss: -</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>Tara gave a summary of the complaints process, discussing with PPG Members their concerns/observations from personal and reported patient experiences</p> <p>Website/Published Information</p> <ul style="list-style-type: none"> • Not up to date • Needs general overhaul <p>Nigel has done a massive amount of work reviewing and reporting back to MHP about the Website – Tara displayed the website on screen to ensure that all issues had been rectified; a new Project Manager has also been tasked with regular reviews in future.</p> <p>Tara thanked Nigel for all the support he gives, hoping that he will notice the difference now MHP have got some resource in place, however his input is very valuable.</p>	<p>Vivien: Obtain a new version and send to Members for review.</p> <p>Tara and Vivien to Support with distribution</p> <p>Invitation to be extended to Turkish Group to present to PPG. A report from the meeting will be forwarded to PPG Members</p> <p>PPG Member offered to send an example and timeline information to Tara</p> <p>Nigel will continue to monitor</p>
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	<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>Tara gave the Members information about training staff; it takes about 1 year to support staff through all required training to give real. Difficult to recruit and retain staff for Reception and Admin roles. Medicus have created more training options with its Contact Centre to offer more dedicated training from very experienced staff.</p> <p>General discussion regarding the other issues highlighted above. Tara agreed to review and try to resolve.</p>	
4	<p>Food Bank Project</p> <p>Large delivery to August and another great collection in October – Chair thanked all members for their contributions. All Medicus sites will be included in the December collection.</p>	Vivien: to send email to all sites and to include a reminder on the PPG Agenda
5	<p>Medicus and PCN Updated</p> <p>Flu vaccine clinics are set-up at Carlton House, sites are also offering clinics</p> <p>PPG member thanked Lincoln Road for sorting our RSV Vaccines and advised that Flu clinics seemed a little rushed, but efficient.</p> <p>Possible relocation of Connaught Surgery.</p>	
6	<p>AOB</p> <p>Will be addressed at next meeting</p> <p>Suggestions about the structure of the PPG and how it supports Medicus</p>	Vivien to send submitted papers to PPG Members for review

The meeting closed just after 4.30pm

Date of next meetings:

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/RWTXHw4GF95b6c8>