

Medicus Health Partners

PPG – Meeting Minutes



11th December 2024 – MHP – Carlton House

John Donnelly - Chair	Eric Jukes	Mary Paulus
Graham Dove	Christine Williams	Jan Beard
Nigel Rawcliffe	Dr U Sarkar – 2 nd half of Meeting	
Mario Pompouris	Punam Knowles	

Heather Lawrence	Maria Christoforou	Christine Clark
David and Margaret Green	Leena Parker	Tina Matthews
Sylvia Hart	Beverley Bevan	

Medicus Representatives: - Vivien Kentish & Anisha Rawal as minute taker

Guest Speaker: Maggie – Turkish PPG

Agenda

2pm – Presentation from Turkish PPG Group

Nigel has kindly arranged for members of the Turkish PPG, to come and present/offer advice on how we can better support and engage with our Turkish patients to ensure we have good representation for our patient cohort.

1. Welcome and Apologies
2. Review and agree minutes of last meeting 30th October 2024 and associated Actions.
3. Chair Update
 - PPG Patient Survey
 - Review of Members Suggestions and Observations for PPG
 - Invitation for position of Vice Chair
 - Meeting dates for 2025
4. PPG Project – Food Bank Collection – All Medicus Sites
5. Medicus Updates
 - Patchs Telephone Assistant
 - Connaught Surgery Re-location
6. AOBs

Meeting Minutes

Presentation from Turkish PPG Group

Nigel has kindly arranged for members of the Turkish PPG, to come and present/offer advice on how we can better support and engage with our Turkish patients to ensure we have good representation for our patient cohort.

There were several points raised by PPG Members: -

- Vivien will share Turkish PPG group information with Tracy Kocabali from PCN.
- Practice Managers should gather a bullet point list on specific barriers for non-English speaking patients.
- PPG Members will think about what translated materials we can provide for patients
- Vivien to search how many Turkish and Bulgarian speaking patients MHP have.

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 – 30th October Minutes of the last meeting were reviewed and agreed.</p> <p>Minute taker for PPG meetings arranged as Anisha Rawal from Medicus Contact Centre.</p>	

	<p>Patient Survey Survey re-reviewed by members with view to sign off today. Feedback mostly positive, a few questions were re-written to be clearer of them being Medicus related questions.</p> <p>Discussion around the results availability, it was decided that the PPG newsletter can publish a summary of results. Members also discussed how best to allow patients opportunities to get a call back regarding their answers (if they wished). Anisha Rawal suggested that as it is anonymous, we cannot ask for personal information, therefore it would be best to add the Contact Centre email address and contact number on the Survey. PPG Members agreed.</p> <p>Members signed off the Survey. This will now go to the Board for approval. To update on outcome in next meeting.</p> <p>There was a discussion about how patients can access the survey – Vivien to create an online version for the website.</p> <p>Vivien asked that PPG members complete the survey so the data can be presented to the Board.</p> <p>Review of Members Suggestions and Comments/AOBs PPG members discussed customer service and barriers for new staff. PPG members felt that it would be helpful for us to create</p>	<p>Vivien: send link to Survey to PPG members to complete – send Survey and data to Board for review.</p>
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	<p>posters to help patients understand that we have staff in training and encourage patience and kindness.</p> <p>Invitation for position of Vice Chair The Chair informed the Members that the PPG required a new Vice Chair and asked PPG members if anyone would like to nominate or put themselves forward. Mary Paulus named as the new Vice Chair, all in agreement.</p> <p>Meeting dates for 2025 Vivien and PPG members discussed possibility of evening meeting in the summer and option to change February meeting to an online Teams meeting. PPG Members open to this. MHP website to be updated with PPG meeting dates.</p>	<p>MHP website to be updated with PPG meeting dates. Vivien to speak to Digital team.</p>
4	<p>Food Bank Project Vivien and Chair thanked all members for their contributions. All Medicus sites have been included in the December collection and will have a further few collections throughout December 2024.</p> <p>The Food Bank are very pleased with the progress. PPG members felt it would be useful to ask for a certificate or comment from Food Bank on how much we have done.</p>	<p>Vivien to ask Food Bank regarding how much we have done/certificate.</p>
5	<p>Medicus Updates</p> <p>Patches Telephone Assistant Vivien updated members on the success of the Patches Telephone Assistant so far at 4 sites (Carlton House, Connaught Surgery, Lincoln Road and Freezywater) Possible relocation of Connaught Surgery. In the new year we will be preparing Alma and Forest.</p> <p>PPG members informed Vivien that on certain occasions Carlton House online Patches are showing as not open until next Friday, leaving 5 days without ability for online Patches to be submitted.</p> <p>Connaught Surgery Re-location Lease for Connaught surgery has come to an end, and we are looking to re-locate to North London Hospice building in Palmers Green. The Integrated Care Board require patients to complete a lengthy questionnaire before approval of the re-location.</p> <p>Vivien shared the questionnaire with PPG members, all in agreement that the questionnaire needs amendments and shortening. PPG members and Vivien went through each question and removed or amended accordingly. Vivien to feedback to the ICB on PPG discussion and amended questionnaire. Timeline is for the decision to go to the committee by February 2025 and communication to go out to Patients by June 2025.</p>	<p>Vivien to check sites Patches set up as currently some are non-compliant. Check with Practice Managers.</p> <p>Vivien to feedback to the ICB on PPG discussion and amended questionnaire.</p>

6	<p>AOB</p> <p>Eric Jukes and Punam Knowles requested to join the PATCHSs focus group.</p> <p>Christine Clark raised an incident with a patient where a receptionist was rude to her and told her she does not need an appointment with a doctor following a hospital discharge. Practice Manager did deal with the incident.</p> <p>PPG members also raised that sometimes it's difficult for staff and patients to hear each other through the reception screens. Vivien advised that she is currently talking to 3 companies regarding glass screens to resolve these issues.</p> <p>PPG member reminded about his idea to put a sign up at Reception when staff are being trained, to alleviate frustrations when things take a little more time than normal.</p> <p>Update on Check-in Screens at Medicus sites.</p> <p>One of the members passed on great feedback for Alma Healthcare Centre.</p>	Vivien to update
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The meeting closed just after 4:15pm

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/RWTXHuw4GF95b6c8>