

Medicus Health Partners

PPG – Meeting Minutes



12th February 2025 – MHP – Online Zoom Meeting

Attendees

John Donnelly - Chair	Eric Jukes	Mary Paulus – Vice Chair
Graham Dove	Christine Williams	Tina Matthews
Nigel Rawcliffe	Punam Knowles	Leena Parker
Marios Pommpouris	Maggie (Turkish PPG)	

MHP – Vivien Kentish & Anisha Rawal

Heather Lawrence	Maria Christoforou	Jan Beard
David and Margaret Green	Sylvia Hart	

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

Agenda

Part 1 2pm – 2.40pm

1. Welcome and Apologies

- Welcome/Introduction new Vice Chair

2. Review and agree minutes of last meeting 11th December 2024 and associated Actions.

3. Chair/Vice Chair Update

- PPG Patient Survey – Review of draft Data
- Review of Members Suggestions and Observations for PPG 2025
- Review and agree Meeting dates for 2025 – Dates sent to Members
 - Format of Meetings
 - New Members

Part 2 3pm – 3.40pm

4. PPG Projects

- Food Bank Collection – All Medicus Sites
- Update from Enfield Turkish PPG (Maggie)
 - Further support
 - Review of Medicus Data

5. Medicus Updates

- Patchs Telephone Assistant
 - Connaught Surgery Re-location
 - Callback – now live at Medicus Sites
 - Articles for our Next Newsletter
 - Flu Vaccines
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6. AOBs

2025 – Meeting Dates

Wednesday 16th April

Wednesday 11th June

Wednesday 13th August

Wednesday 15th October

Wednesday 17th December

Meeting Minutes

No	Agenda Item	Actions
1	Welcome and Apologies The Chair welcomed everyone to the meeting. Members discussed the use of Zoom, if there is another online meeting	
2	Minutes of the Last Meeting – 11th December 2024 Minutes of the last meeting were reviewed and agreed. Mary Paulus named as the new Vice Chair, all in agreement that it was not the best platform for the meeting.	

3	Patient Survey Discussion on the patient survey, Vivien shared how the data is presented. Data can be filtered by sites and other categories. Turkish PPG Update Vaccination centre held two Turkish speaking vaccination clinics on the 24 th of January and 31 st January 2024. MHP had translated posters, and the Turkish PPG group invited the community. We will look at holding these clinics again in the new season. Maggie from Turkish PPG Group advised that there are several vaccination clinics we can provide for the community. We Look forward to working together on more. Maggie is open to come to MHP sites during clinics to help with dedicated translation clinics. 7589 of our patients are Turkish speaking and 4419 are coded as needing a translator. Vivien will run an EMIS search for patient language data and report back in next meeting. Will be useful in determining which translations are most needed. Punam Knowles requested some posters where she can promote the clinics. Vivien will make the translated posters available to all members. Nigel advised that Patchs has a Turkish translation service that has currently not been enabled at MHP. MHP website does not have domestic abuse and mental health support information. Turkish PPG may be able to support some translation with information on these.	Vivien to pull EMIS search for patient language data and feedback at next meeting Vivien to provide future translated clinic posters to all PPG members. Vivien to send Maggie the MHP Outreach information. Vivien and PPG members to work on signposting information for website.
4	Food Bank Project Very well received, the next time we take part which will be in April 2025, they will provide us with a certificate.	

5	<p>Medicus Updates</p> <p>Patchs Telephone Assistant Alma Healthcare Centre has now joined the Patches telephone triage model. Vivien shared information about which sites are currently enabled for Patchs Telephone assistant.</p> <p>These are: Alma, Carlton House & Connaught, Lincoln Road and Freezywater. Vivien explained the Telephone Patchs Assistant process.</p> <p>Punam advised that she has tried to use the Patchs system but is being cut off without support. Vivien will speak to Punam directly and investigate the issues.</p> <p>Digital team are looking at short survey to text patients that have used Patchs telephone assistant. Once set up, on the same day patient submits Patchs via telephone, they may receive a text to ask about their experience and ease of use.</p> <p>Leena cannot get into Patchs account, when phoning for an appointment and there are no appointments available and keep getting looped back to the automated system by receptionists. Vivien will feedback to LRMP.</p> <p>Babble Upgrade – Call back Feature Call back feature now activated. Vivien asked the PPG members if they have used the feature yet. No members have used yet. Vivien explained the model and so far we have had positive feedback.</p> <p>Maggie from Turkish PPG group gave good feedback on the call back feature from the Turkish community patients.</p>	<p>Vivien and Punam to discuss Patchs tele assistant issues offline.</p> <p>Vivien to check sites Patchs set up as currently some are non-compliant. Check with Practice Managers.</p> <p>Vivien to feedback to LRMP about transferring patients to Patchs without checking capacity.</p>
6	<p>AOB Leena can support to put together some support information regarding Domestic abuse and coercive control.</p> <p>Due to time restrictions with Zoom, the meeting ended early and some topics were still left to discuss. All agreed for these to be discussed at the next meeting in April 2025.</p>	<p>Leena and Vivien to work on some support information for domestic abuse in Turkish and general community</p>

The meeting closed at 15:40 pm

Date of next meeting: Wednesday 16th April 2025 at Carlton House
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/RWTXHwW4GF95b6c8>