

Medicus Health Partners

PPG – Meeting Minutes



16th April 2025– MHP – Carlton House

Attendees

Mary Paulus – Vice Chair	Eric Jukes	
Christine Williams	Marios Pommpouris	Maggie (Turkish PPG)
Nigel Rawcliffe	Punam Knowles	Tracy Kocabali (PCN PPG) Visitor
Jess (health champion) - Visitor	Eric Jukes	Neil Frost - Guest

Apologies

Heather Lawrence	Maria Christoforou	Jan Beard
David and Margaret Green	Sylvia Hart	Leena Parker
Janine	Tina Matthews	Graham Dove
John Donnelly - Chair		

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

Shakeel Khan (Medicus Digital Transformation Officer) joined the meeting to have a discussion with PPG Members regarding Long Term Condition Questionnaire Feedback.

Agenda

1. Welcome and Apologies

- Welcome
- New Patient Check-in and Call System – Contract Agreed with Jayex, meet the supplier – Session with Jayex Team 2pm – 2.30pm

2. Review and agree minutes of last meeting Feb 2025 and associated Actions.

3. Chair/Vice Chair Update

- PPG Patient Survey – Review of Responses and agreement on Publication
 - PCN Question added
- Review of Members Suggestions and Observations for PPG 2025
 - New Members

4. PPG Projects

- Food Bank Collection – All Medicus Sites
- Update from Enfield Turkish PPG (Maggie)
 - Further support – Homeless. Smears and Child Imms

5. Medicus Updates

- Patchs Telephone Assistant
- COVID Spring Booster – Campaign
- 4pm – 4.30pm – Session with Data Protection Officer (DPO)

6. AOBs

2025 – Meeting Dates

Wednesday 11th June

Wednesday 13th August

Wednesday 15th October

Wednesday 10th December (Changed from the 17th as to near Christmas)

Meeting Minutes

No	Agenda Item	Actions
1	<p>Welcome and Apologies</p> <p>The Vice -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>Before the main meeting started there was a presentation from Jayex a supplier who will be installing new patient call and check-in systems at Medicus locations. Jayex presented their solution and took questions from PPG Members.</p>	
2	<p>Minutes of the Last Meeting –25th February 2025</p> <p>Minutes of the last meeting were briefly reviewed and agreed.</p>	

3	<p>Chair/Vice Chair Update</p> <p>PPG General Updates</p> <p>PPG lanyards and badges handed out to all members.</p> <p>Mary asked PPG members their thoughts on Teams/Zoom vs face to face meetings. Members happy with either, however members are happy with blended one for those to pick their preference.</p> <p>Discussion about teams’ vs zoom. Nigel suggested some practice managers could join via teams, and it will be useful. Conclusion is to trial blended meetings. The next meeting in August to be blended with teams invites and in person.</p> <p>PPG member review/suggestions</p> <p>Mary proposed assigning specific roles to PPG members to ease Vivien’s workload—such as IT or disability champions—who could work with the practice manager and Medicus teams to develop or implement patient support protocols.</p> <p>Poonam suggested sign language training for staff.</p> <p>Graham recommended a “training in progress” poster at reception, which Vivien confirmed is being actioned following a practice manager meeting.</p>	<p>Vivien to share the Jayex pre-appointment form with PPG members for feedback</p>
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	<p>The group discussed topic of champions and volunteers. Noted the need to plan carefully, as increased contact with practice managers could be time-consuming. To be reviewed in the next meeting.</p> <p>PPG patient survey Vivien shared the survey on screen and informed the PPG that the PCN have added two new questions at the end.</p> <p>MHP agreed on email or SMS for survey, and it will go onto the website. Paper copies will need to be typed up and available at sites. QR code can go up on GP site boards. The Board have now signed off the survey and it is ready to go out.</p> <p>Only 2 questions allow free text. Max characters set. Survey will run for about 2-3 months then close.</p> <p>Long Term Conditions (LTC) update with Shakeel (MHP Digital Team)</p> <p>MHP using a system called collaborate to improve how we work with LTC patients.</p> <p>The process is:</p> <ol style="list-style-type: none"> 1. booking the check and test appointments, 2. Results come back to the patients registered site, and then an appointment is booked to discuss the results for advice and changes. 3. Patients have been sent an SMS shortly after session with the survey. Shakeel noted that not all mobile phone providers allow link clicks in texts. <p>Will require feedback from PPG on survey questions.</p> <p>Vivien shared survey on the screen and overall feedback was it is not specific enough to LTC and is worded poorly. Need to start with asking the patient what LTC they have. NHSE have had pushback and wanted feedback before rolling out to patients.</p> <p>Consensus amongst PPG members is that LTC patients are aware of their health issues and these questions seem to be for newly diagnosed patients.</p> <p>The survey is not translated but we will be looking into it.</p> <p>Turkish PPG updates Maggie said that the Jayex system might be difficult for patients who cannot read or write. Vivien said reception are still there to help and can check in the patient.</p> <p>Maggie will get feedback once system is in place.</p>	<p>ALL members to discuss champion topics in next meeting.</p>
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	<p>Eric stated that the Turkish PPG email address was difficult to find. Has sent a couple of emails to Maggie and Vivien to get feedback on some translation AI systems. Eric to re-send email to Maggie and Vivien.</p> <p>Vivien sent out homeless information poster to Maggie for translation. Will re-send and translate back to Vivien.</p> <p>Smears statistics are low for Turkish/Bulgarian patients. Need to address this as well as children's immunisations.</p> <p>Poonam asked if Maggie could do a talk with Turkish community within Enfield college. Vivien advised clinician would need to be present. However, translation material would help. After Turkish translations we will need other languages.</p> <p>Turkish PPG working hard to encourage patients to register with GP's. Prostate cancer translation information needs to be done also.</p> <p>Nigel asked whether better to register patients at sites with Turkish staff – discussion around it being more about convenience and locality for the patients.</p>	<p>Eric to re-send email to Vivien and Maggie regarding his queries</p> <p>Maggie to translate homeless patient poster and send back to Vivien.</p> <p>Vivien and Maggie to liaise and create translated prostate cancer information</p>
4	<p>Medicus Updates</p> <p>Patchs telephone assist working well in Alma, Carlton, Connaught, Freezywater and Lincoln Road. Forest road joining Patchs telephone assist in May.</p> <p>Further updates to be discussed in next meeting.</p>	
5	<p>DPO session</p> <p>Upcoming changes in London secure data environment. Services being prepared to feedback on changes before deployment.</p> <p>Steve will share opt out document with PPG members.</p> <p>Eric asked Steve about data countability. Steve advised that It is not applicable here, however you can get it via a SAR currently.</p> <p>GP is always the data controller. Medicus is 1 data controller as a whole.</p> <p>Unless opted out you are opted in by default.</p> <p>Steve will share the link of YouTube video about what the changes mean for us all.</p> <p>Nigel asked when this will come into effect. In approximately 1 month the initial process will start. Vivien to send email documents</p>	<p>Vivien to forward documents and links from Steve to PPG members regarding Data changes.</p>

	and links to PPG once received from Steve.	
6	AOB Any items on the agenda not discussed this time will be discussed at next meeting.	

The meeting closed just after 5:30pm

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/RWTXHwW4GF95b6c8>