

MEDICUS HEALTH PARTNERS

Notes from PPG meeting held on 12 November 2020

Attendees: Dr U. Sarkar, Vivien Kentish, Janice Downing, Adam and Ann White (Willow House), John Donnelly (Trinity Avenue), Roger Owen, Tina Matthews (Freezywater), Maria Christoforou (Lincoln Road), Nigel Rawcliffe (Forest Road), Stephen Naylor (Moorfield), Graham Dove (Bush Hill Park)

Welcome

Janice welcomed everyone to the Zoom meeting.

Apologies - None

Minutes of Previous Meeting - Agreed

Matters Arising/Ongoing

We discussed the rules/format of our meetings and agreed as follows:

- Agenda to be circulated one week in advance of meeting
- We will keep to the agenda
- Meetings of one hour
- We will start and finish on time
- No telephone disruption
- We advocate open and honest communication and challenge between individuals
- We will be flexible, listen, ask for help and support each other
- We will commit to delivering results as a group
- All views are valid and will be listened to
- Speak up but always through the Chair
- The meetings are NOT a forum for individual complaints and single issues

We agreed to publish the Minutes in PDF format, on the Medicus website, with a link from individual practices.

Goals and Objectives

Our main objective will be to improve communication with patients. We plan to host events (when permissible) with presentations to explain the services available to them via Medicus.

Also (when permissible) we will participate in National Care and Wellbeing programmes eg Healthy Eating, Quit Smoking.

Coronavirus Update

Dr Sarkar presented the update:

- Covid vaccine programme planned to be up and running by beginning of December 2020
- Designated centres, to be advised, will be open 8 am to 8 pm, seven days a week
- Up to 3000 patients per week to be vaccinated

- PPG members offered to help with the organisation of this

Medicus Update

Dr Sarkar and Vivien gave a presentation explaining the structure of Medicus, the range of services on offer to patients and information on the exciting developments at Alma Road and Lincoln Road.

Dr Sarkar explained that SAS means Special Allocation Scheme. Violent/troubled patients are treated away from GP surgeries so they are not a threat to other patients.

Any Other Business

- ❖ **Newsletter** - we agreed to produce a newsletter. JD will liaise with Vivien.
- ❖ **Patient Group meetings via Zoom** - unfortunately not many groups have been able to do this. For those who have it has been very successful.
- ❖ **E.Consult** - we discussed the problems this system presents to some members of our patient community. Staff training is needed so that they can help vulnerable patients. Medicus have appointed two Education Leads. They will work towards improved training for staff. Dr Sarkar explained that Medicus are fighting NHS England on their 'going digital' plan. They have agreed that Medicus may switch off E.Consult at 1 pm to improve access. Medicus are the only practice in the country to do this.

Date of Next Meeting - Thursday 11 February 2021 at 6.30 pm

JD-13.11.20