

MEDICUS HEALTH PARTNERS

Notes from PPG meeting held on 3 March 2022

Attendees: Dr U. Sarkar, Vivien Kentish, Janice Downing, Adam White (Willow House), Roger Owen, Tina Matthews (Freezywater), Nigel Rawcliffe (Forest Road), Maria Christoforou (Lincoln Road), Emma Rigby (Love your Doorstep), Graham Dove (Bush Hill Park), Chris Avery (Carlton House), Beverley Wooder (Carlton House)

Welcome

Janice welcomed everyone to the Teams meeting.

Adam chaired the meeting today and welcomed new members Chris and Beverley

Apologies - Malcolm Green, Glynis Marshall

Minutes of Previous Meeting - amendment - *Margaret Boland-Green was in attendance and John Donnelly attended part time (Dec 21)*

Emma from Love Your Doorstep - Adam welcomed Emma who talked about the work of Love your Doorstep and her role with Medicus.

- Love Your Doorstep support local businesses and residents through awareness, recommendations, advice and guidance
- Emma has helped patients understand how Medicus works, to allay fears that an American company had taken over the practices, she has a team who can answer questions for residents about Medicus.
- Emma will send JD links for PPG members to view information videos

Matters Arising/Ongoing

- **Website** - Nigel reported on the website. There were problems with the Christmas messaging, and in February the front image was broken. Nigel thanked the IT team for fixing these problems quickly. NR met with the IT team in October to discuss a problem with the opening hours sinking lower and lower off the page. This has not yet been resolved. VK thanked Nigel for his work in keeping an eye on the website.
- **PATCHs** - has the start time been changed? Dr Sarkar said that Site Managers have been instructed to change the start time to 7.30 am. Every site now opens Patchs at 7.30 am. Site Managers monitor the number of slots available.
- **Social Get Together** - it was agreed to hold our next meeting face to face as the first step and review a social event at a later date.
- **PPG Clusters** - At the last meeting VK suggested perhaps local PPGs work in clusters. JD suggested small focus groups to work on special projects. Chris Avery is interested in improving communication with patients and JD asked whether this could be a topic to work on in a cluster.

There was a long discussion on 'communication'. Chris was asked to send JD a copy of the emails to his practice that were not answered so that this can be investigated. Dr Sarkar suggested information on the website, setting out the types of communication available to patients, together with some FAQ's (frequently asked questions).

No agreement reached on working in clusters - to be put on the agenda for next meeting.

Medicus Update

- Vivien gave a presentation. A copy of the slides will be sent to PPG members.

Coronavirus Update – 4th Jab - this information is included in the slides that will be forwarded.

Goals and Objectives

- Wellbeing programmes – not discussed today but will keep it on the agenda.

Role of the Social Prescriber - Vivien included this in her presentation.

Any Other Business

- Change of time for Medicus meetings - it was agreed to hold the meetings at 1 pm, face to face and increase the time to 1.5 hours.
- Patches Questionnaire - VK mentioned this in her previous presentation. JD said that Forest Road patients had requested some feedback and that they had designed a feedback questionnaire for their practice. It was decided not to send this out to all Medicus practices.
- Appointments generated from Freezywater – this was not discussed today.
- Extended hours and weekend appointments - this had been reported in the press this week. US explained that Primary Care will take over extended hours cover and that this has been available in Enfield since December 2016.
- VK will design a poster to be put up in all Medicus sites to inform Patients about the role of the PPG and give them the options of how to join, including a form available at Reception.

Date of Next Meeting - Tuesday 7 June 2022 at 1.00 pm, venue to be confirmed