**MARYLEBONE HEALTH CENTRE**

**PATIENT PARTNERSHIP GROUP**

**June 10th 2019**

**Meeting Chair:** Jacqueline Glasser (JG)

**Present:** Judith Morris (JUM) Yvonne Turkistanli (YT) Moosa Bhayat (MB)

**Apologies-** Jeanette Creaser (JC), Sylvia Lazzerini (SL), Jim McGeehan (JMcG), Eleanor Bron (EB), Dr Andy Goodstone (DrAG)

**1.** **Minutes** of last meeting 29.04.19: Ratified by PPG as accurate.

**2.** **Matters Arising**: Jill Prawer had contacted and made a date with JG, but did not turn up.

**3**. **PPG Away Day – 22nd July**

3.1 Draft Agenda agreed: premises, sharing information, primary care networks and health promotion

3.2 Venue and timing: Ishtar, Crawford Street. 6.00pm. JUM to email all for RSVPs and book the table.

**4. Health Promotion @ MHC/ask the expert**

4.1 Date: September in the late afternoon – 4.00 to 7.00pm

4.2 Suggested topics:

St Johns Ambulance to be approached for CPR

JC’s local provider for a session on basic first aid for children under 10

Pharmacist to discuss medical reviews – on a one to one basis?

Medical students: topics for consideration

*To be on the Agenda for the next meeting*

**5. Surveys for 2019**

5.1 The survey results were received from Imperial College Healthcare.

5.2 What surveys do PPG want MHC to run this year and what questions would they like to ask?

a) Do Pxs like the new phone system?

b) On-line booking and ordering of repeat prescriptions – do you do it?

If so, is it OK? If not, why not?

General comment was that there are too many surveys.

**6. Patient’s complaints/comments/concerns:** All accepted

* *Pharmacist should have called a patient back and didn’t-JC investigated- pharmacist should have called and didn’t as thought patient dna’d when it was a telephone appointment-retraining for pharmacist and apology to patients*
* *Patient found it difficult to arrange an appointment for childhood vaccinations when Karen was away (nursing capacity reduced by half at this time) JC investigated- appointments were limited and apology to patient as child was delayed by 2 months*
* *Patient asked by consultant to have annual blood tests, and we do not send reminders but we do for asthma condition. JC investigated- GP team considering how to regulate recalls requested externally as this is not automatic on S1 and would have to be authorised by a GP*
* *Patient asked advised by ophthalmologist to pick up medication, he prescribed, from the GP on the same day as being seen by them- JC investigated. Letter not received from ophthalmologist until day after and no request for medication to be sent same day/non urgent. Explained process to patient and ophthalmologist asked not to do again without requesting medication (or issue medication himself)*

Compliments:

* I just wanted to send an email to say THANK YOU! I went through a really horrid time. The doctors were very supportive and caring during this difficult time so I wanted to say a big thank you for treating me with compassion and understanding.

The blood test complaint raised discussion on the unnecessary GP visit to action a test that was advised six months previously.

**7. AOB**

7.1 Surprise was expressed that we no longer do ear syringing – is this correct?.

7.2 It was asked whether the practice have locum cover over the summer months?

7.3 NAPP Conference - YT is attending. Her chosen workshop/seminar: ‘ Power of Listening Table in GP Practice’.

**2019 dates**: July 22nd Sept 2nd October 14th, November 25th

Practice website address: www.marylebonehealthcentre.co.uk

NHS Central London (NHSCLCCG) (commissioning consortia MHC belong to)

Website address [www.**centrallondonccg**.**nhs**.uk](http://www.centrallondonccg.nhs.uk)

Providing consortia of Central London GPs [www.centrallondonhealthcare.co.uk](https://web.nhs.net/owa/redir.aspx?C=d374fe641011476086e078c65647c03c&URL=http%3a%2f%2fwww.centrallondonhealthcare.co.uk%2f)

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