

**MARYLEBONE HEALTH CENTRE
PATIENT PARTNERSHIP GROUP
Minutes of virtual meeting 1.3.2021**

Meeting Chair: Jacqueline Glasser (JG)

Present; Judith Morris (JUM) Bernard Davis (BD) Yvonne Turkistanli (YT) Moosa Bhayat (MB) Sylvia Lazzerini (SL) Jeanette Creaser (JC) Dr Andy Goodstone (AG) Billie Hands(BH)

1. **Apologies-** Eleanor Bron (EB) Jim McGheen (JMcG)
Drew Hyman

2. **Minutes of last meeting:** Review of Minutes of 7.12.2020. All agreed actions completed

3. Matters Arising

4. Practice Update

Staffing – Dr Lisa Drew is due to leave for maternity leave in early summer and Dr Harry Wyatt has now returned to the Practice to cover her maternity leave. Dr Verma is now on maternity leave, covered by Dr Vanessa Sivam. Dr Tanya Kant remains as a registrar. Raisa Ahmed has now completed her reception apprenticeship and she is now formally a member of the team.

Church – no real change in information, although when changes happen we believe it may happen quickly. The old café space is now being used as a control room for the building contractors.

COVID- All Marylebone patients aged 60 and over, and with a long term condition, carers and those with a LD have been invited. A third of the Practice list has either had the vaccination or declined. Those thinking of declining are contacted by Nurse Kelly to ensure they have the information they need to make a decision. And all have decided to have it except for six. MHC is one of highest booking practices in Westminster. MHC like to have some of their staff at Lord's for each clinic so patients can see faces they know and also to deal with incidents which may arise. All clinical staff have now been vaccinated and 80% of non clinical staff members.

Thankfully MHC has experienced fewer number of COVID related patient deaths than other practices. Some staff members have lost family/friends to COVID.

The new normal: this is the term we use for how we work post COVID. This helps us plan how we begin to return to normal, although normal is designed around the latest COVID and infection control guidance. Unless advised otherwise JC feels the Practice may never return to pre COVID operations.

Most recent changes have been the creation of more pre bookable telephone consultations, reduction in COVID monitoring as COVID numbers reduce, and changes to screening questions on entry to the Practice. It is expected that we receive up to date guidance soon which will help us move forward in a safe way. This includes returning to routine home visits for palliative and high risk patients. PPG reported that they find telephone consultations really useful and we discussed how the Practice uses AcuRx, which allows safe use of video consultations and information sharing.

5. Newsletter – Spring

Would be useful to send out when we have information re post lockdown (when this happens)

The newsletter should include information on premises updates, changes to practice systems, promoting PPG and PPGs role/virtual meetings, any GP virtual meetings, survey link for patients on choices of appointment systems, access to the Practice, government guidance and how we follow this to ensure safe systems-a patient's perspective (piece by Drew sent earlier in the year will be included)

6. Primary Care Network Stakeholders

Holding virtual meetings-next topic will be COVID related systems. JM will fed back to the group.

7. Ask the Experts

offer from an 'expert patient' on the psychological and physical impact of living with cancer on hold

Discussion about how a virtual educational meeting could be held –perhaps with Dr Safa explaining what happened to cancer treatments and referrals during COVID. JC could arrange 'virtual' tickets to limit numbers to a sensible level?

Action JC to ask Dr Safa

8. Patient Comments

Lots of thank yous from patients. JC said this has really lifted the moral of the team during difficult times.

Patients grateful when offered a vaccination although lots of anxiety from those not due to be called yet.

There are some grumbles about prescriptions and Dr Tom is looking into what may be going wrong with our systems to make it more efficient.

9. AOB

JC to create a survey on appointment systems

Meeting dates for 2021/22 are now confirmed:

2021: 12th April, 24th May, 5th July, 16th August, 27th September, 8th November, 20th December,
2022: January 31st