

**MARYLEBONE HEALTH CENTRE
PATIENT PARTNERSHIP GROUP
Minutes of virtual meeting 12.4.2021**

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)Dr

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

2. **Minutes of last meeting:** Review of Minutes of 1.3.2021. All agreed actions completed

3. Matters Arising

4. Practice Update

Staffing – Dr Arjun Raida, doctor on F2 rotation.

Church – The old café space is now being used as a control room for the building contractors. PPG invited to send 2 reps to the premises development group and sit alongside reps from staff groups to discuss implications of premises development.(Judith/Jacqueline volunteered and Sylvia and Yvonne can cover virtual meetings if required).A text will be sent to all patients reminding them that we are open and explaining the development with links to MHC website.

COVID- All Marylebone patients aged 50 and over, and with a long term condition, carers and those with an LD have been invited. Half of the Practice list has either had the vaccination or declined. .Agreed that it would be helpful to send an update to patients and regular updates on the information page.

The new normal: PPG asked when patients can book their own appointments with their GP. JC explained that we were still operating under special measures and following best practice guidance from infection control. The Practice is reviewing the current appointment systems.

PPG suggested we consider what patients want when designing the appointments system. Perhaps run a survey for patients. PPG would like to be involved in the development of the new appointments system

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) JC to send a draft to JG for review.

6. Primary Care Network Stakeholders

Holding virtual meetings: discussion about E Consult. JG reported on virtual meeting of North West London Collab Group.. There was much criticism about the length of the form and people felt it was unnecessarily complicated. Some of the language used, e.g. 'shopping', 'banking', 'product' was felt to be rather trite. E-Consult's representative, Dr.Ishami Patel, said they were doing further work on the form, There was a feeling that some GPs preferred the form as they did not really want to see patients. The point was made that often with a face to face meeting a GP might pick up something which would indicate a problem not previously recognised which could not happen with a form. Three or four people thought the form was a great idea and said we should move with the times but the majority was not in favour To discuss at the next meeting..

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 thanks 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 2021/22are now confirmed:

2021: 24th May, 5th July, 16th August, 27th September, 8th November, 20th December,

2022: January 31st