

**MARYLEBONE HEALTH CENTRE
PATIENT PARTNERSHIP GROUP
Minutes of virtual meeting 26.10.2020.**

Meeting Chair Jacqueline Glasser (JG)

1. **Present;** Judith Morris (JUM) Jeanette Creaser (JC) Bernard Davis (BD) Yvonne Turkistanli (YT) Jim McGeehan (JMcG) Drew Hyman(DH) Moosa Bhayat (MB)

Apologies- Eleanor Bron (EB) Dr Andy Goodstone (AG) Sylvia Lazzerini (SL) Billie Hands(BH)

*JMcG was able to attend although this may not have been noted by PPG

Minutes of last meeting: Review of Minutes of 12.9.2020. All agreed actions completed

2. **Matters** arising from Minutes that are not on the Agenda: nil to note

3. **Practice Update**

- a) **Staff: Registrar** Dr Moey now on maternity leave and Dr Candice Lim and Dr Kevin Patel are replacing her sessions. Nurse Malcolm who helped the Practice deliver Flu is leaving at the end of October and is replaced by Nurse Claudette Johns who will be providing cervical smear clinics every Friday. Dr Verma is leaving for Maternity leave in January so the Practice will be recruiting a new GP to cover. Also Reception is recruiting a new apprentice.
- b) **Premises:** Nothing to add until the Church appoints a building company.
- c) **Flu:** The Practice flu campaign is very successful to date although lots of patients are declining to have one. The Practice has worked hard to accommodate large numbers of patients attending in a safe way; so far 1270/1805 have attended for a flu vaccination. The remainder of the patients who haven't are being contacted and reminded to attend. Many may well be attending pharmacies. PPG said some pharmacies have run out and are pleased to note that MHC still has available stock.
- d) **COVID:** whilst numbers are increasing MHC is not finding many patients calling with COVID symptoms currently. There are fewer callers with flu symptoms this year, perhaps because the public is still being socially distancing more. Lots Mental health need and children who are unwell with colds/coughs/tummy bugs. JC advised PPG that the policy for wearing face masks on our premises remains. There were two recent incidents where a patient refused to wear one and was asked to leave and a patient who said she had a cough and was advised she wasn't going to be permitted to come in. The PPG agreed the policy should remain that patients must wear a face mask when attending the Practice and if patients are unwell with COVID symptoms they should not to be admitted but offered telephone advice and support as appropriate. Priority must be safety of patients and staff attending the Practice.
The Practice continues to offer telephone/video and face to face consultations as appropriate.

4. **Newsletter: The Autumn/Winter** Newsletter will be circulated by email and Royal Mail over next two weeks. PPG asked for as wide a circulation as possible. JC said a copy will be sent to all new patients as well when they receive their Welcome to the Marylebone Health Centre letter. The new patient questionnaire does ask patients if they are interested in joining the PPG, although this is rarely ticked

5. **Primary Care Network (PCN) -**

JUM described the last stakeholder updates. They were asked to ask practices to offer A Covid/Westminster service survey. It was unclear who the survey is for and why it is being used and if it is useful. JUM will ask for more information, and will feedback to the PPG.

6. **E Consult:** It's still early days of using the service. Currently it is not clear if patients send an E Consult form instead of a request for an appointment or not. Some issues they write about are asking for an appointment/asking about administrative matters; often clinical requests result in an appointment within 24 hours but not because of clinical urgency. Approximately five appointments a day are reserved for E Consult requests. Patients have given little feedback. JC said today one patient did say he thought it worked very efficiently for him. PPG would like to know more when E Consult has been running a little longer.

7. **AOB**

Survey on Nursing and Phlebotomy services to be run from November; the results will be given to the PPG in Jan 2021

One patient feedback commented on how helpful Andrew, the Care Navigator had been, and also how well coordinated the Social Services response and Rehab/Occupational Therapy teams had been post his recent discharge from hospital.

Another patient sent a thank you for Andrew's help as well and said he had arranged some walking support aids very efficiently.

Virtual PPG: few additional patients have joined the meeting. Hopefully the Newsletter will encourage some more interest. For the PPG currently the virtual meetings are very useful and work well.

Chairs approval-for Meeting ratification

Practice website address: www.marylebonehealthcentre.co.uk
Next meeting dates 2020; October 26th, December 7th, January 18th 2021

'Working in partnership to achieve the best possible healthcare for our patients'

Glossary;

1. CCG - Clinical Commissioning Group (Commissioners of secondary care and some primary care)
2. CLH - Central London Healthcare (GP Federation)
3. CLCH - Central London Community Healthcare (Community Services i.e. District Nurses)
4. DNA- Did not attend (appointments made which patients then fail to attend for.)
5. E Consult- an electronic consultation through S1 the GP NHS database system.
6. GDPR-General data protection regulations
7. GMS –General Medical Services (generic practice type of NHS contract)
8. HCA - Health Care Assistant
9. MDT-Multi-disciplinary teams (often used to describe MDT meetings)
10. MHC - Marylebone Health Centre
11. NAPC-National Association of Primary Care
12. NHSE - NHS England (Manage the whole NHS)
13. OTC- Over the counter medication which can be brought without a prescription
14. PCLN –Primary care Liaison Nurse (works for PCP)
15. PCN- Primary Care Network (previously PCH)
16. PCP-Primary Care Plus (primary care mental health service)
17. PiP-Practice in Partnership Contract
18. PMS-Personal Medical Services (a practice type of NHS contract individually agreed)
19. PPG - Patient Partnership Group
20. Stakeholder Group-GP Federation group of pt reps looking at services(JUM is a member)
21. WSIC-Whole Systems Integrated Care Programme.