

**MARYLEBONE HEALTH CENTRE  
PATIENT PARTNERSHIP GROUP  
Minutes of virtual meeting 12.9.2020.**

**Meeting Chair** Jacqueline Glasser (JG)

1. **Present;** Judith Morris (JUM) Jeanette Creaser (JC) Bernard Davis (BD) Sylvia Lazzerini (SL)  
**Apologies-** Eleanor Bron (EB) Dr Andy Goodstone (AG) Yvonne Turkistanli (YT) Jim McGeehan (JMcG)

2. **Minutes** of last meeting: Review of Minutes of 3.8.2020. All agreed actions completed

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

**4. Practice Update**

- a) **Staff: Registrar** Dr Tanya Kant started on 5.8.2020. Dr Moey is going on maternity leave in October and we hope to engage a female GP to replace her. Nurse Malcolm Cocksedge has been employed to help deliver the Practice flu programme; he's funded by a patient's donation to the Practice of £1,000 in response to the COVID programme. The PPG agreed this is a valuable way to spend the money which benefits all at risk programmes and ensures excellent available nursing appointments during the winter. Mr Abbas Ibrahim works two mornings a week providing the phlebotomy service.
- b) **Premises:** Nothing to add until the church appoints building company.
- c) **Flu –** JC described flu campaign this year and was pleased to say the Practice started early because MHC had ordered the vaccines early. We are calling patients in order of risk of becoming very unwell from COVID. Shielded patients, over 65 at risk, and over 65 are called first alongside pregnant women, obese patients, children aged 2-3. Then from the week beginning 28.9.2020 all patients with a long term condition will be invited to attend. The Practice is hoping more patients this year will attend.
- d) PPG discussed e-consult - the new on line triage consultation service. The PPG was concerned it was not clear from our website that CLH is providing the initial triage, plus the issue of continuity and the importance of speaking to people who know the patient.. Patients who do not use computers can still access the system via Reception.  
Action **Further discussion at next PPG meeting**

5. **Newsletter:** The recent PPG Newsletter was very well received; feedback from patients was all positive. The PPG is keen for information about e-consult and role of the PPG to be included in Autumn/Winter Newsletter to be circulated mid-October. Also to be covered in the Newsletter: a Staff Profile on Jeff, a Did You Know piece on flu, shingles and pneumonia vaccines, how to have a successful GP consultation, information on E-CONSULT, promote virtual PPG meetings. **Action JC and JG**

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

JUM described the last stakeholder meeting which was more related to signposting as an efficient support for patients, patients being seen by the right person first time, encouraging patients to keep fit and well and take some responsibility for their own health. Care information exchange, such as data sharing, which has been available across NW London for some time. This will now include accessing hospital records, for example.

**7. AOB**

Agreement for Ask the Expert events to place on pause until 2021. Some items could be addressed in the Newsletter.

Long waits experienced for MRIs. Also some patients being referred some distance for scans. Discussion that perhaps it was an outcome of COVID; however the PPG will keep an eye open to ensure this does not become the norm.

JC said the staff are receiving some wonderful feedback from patients which she will log.

JC said the Practice is receiving lots of calls from patients who are anxious and struggling to cope. The PPG feels a MHC perspective should be placed in Newsletter offering support.

JC described a recent complaint where a patient sent an e-consult but was no longer registered. The patient had been removed because NHSE had received an undelivered letter saying the patient no longer lived at the registered address. The PPG was sympathetic although there didn't seem to be much the practice could do about this from a learning process.

One patient was particularly thankful that Dr Goodstone had been able to liaise well with the private sector to ensure his discharge and care were well organised.

**We would like to Invite Dr Tom to the next PPG meeting to review e-consult in particular**

Chairs approval-for Meeting ratification

Practice website address: [www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk)  
Next meeting dates 2020; October 26<sup>th</sup>, December 7<sup>th</sup>, January 18<sup>th</sup> 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. GDPR-General data protection regulations
6. GMS –General Medical Services (generic practice type of NHS contract)
7. HCA - Health Care Assistant
8. MDT-Multi-disciplinary teams (often used to describe MDT meetings)
9. MHC - Marylebone Health Centre
10. NAPC-National Association of Primary Care
11. NHSE - NHS England (Manage the whole NHS)
12. OTC- Over the counter medication which can be brought without a prescription
13. PCLN –Primary care Liaison Nurse (works for PCP)
14. PCN- Primary Care Network (previously PCH)
15. PCP-Primary Care Plus (primary care mental health service)
16. PiP-Practice in Partnership Contract
17. PMS-Personal Medical Services (a practice type of NHS contract individually agreed)
18. PPG - Patient Partnership Group
19. TRG-Transformational Redesign Group-CCG groups looking at clinical services(Dr Safa JG and AG are members)
20. WSIC-Whole Systems Integrated Care Programme.