

**MARYLEBONE HEALTH CENTRE  
PATIENT PARTNERSHIP GROUP  
Minutes of meeting 17.2.2020.**

**Annual General Meeting 6pm-7.30pm**

**Meeting Chair** Jacqueline Glasser (JG)

**Present;** Yvonne Turkistanli (YT) Judith Morris (JUM) Moosa Bhayat (MB) Jeanette Creaser (JC) Bernard Davis (BD) Eleanor Bron (EB) Jim McGeehan (JMcG) Sylvia Lazzerini (SL)

**Apologies-** Drew Hyman (DH) Josephine Becci (JB) Dr Andy Goodstone (AG)

1. **Minutes** of last meeting: Review of Minutes from 25.11.2019. All agreed actions completed.
2. **Matters** arising from Minutes that are not on the agenda: nil to note
3. **Practice Update**
  - a) **Staff- Minimal changes.** Monica, Receptionist, has now completed her apprenticeship and a new apprentice receptionist will be engaged. JMcG is the member for staff interviews on the 2.3.2020.
  - b) **Premises:** AG/JC/TM met with the landlords who will host an event for the PPG and for staff and CCG. JC will share the date once known.
  - c) **New services/changes** –Nil to note
  - d) **CQC-Care Quality Commission:** PPG thought the report was very good but disappointing to note that CQC feel that MHC failed targets over which they have no control
4. **Events**

**Ask the Expert Events- 2/4/2020** Preparing for End of Life- JC confirmed room is booked and BD confirmed speaker can attend. Much discussion about the title. Can there be tea and coffee/water. JC to ensure the session advertising includes what the meeting will cover such as preparing wills, free legal advice, power of attorney. Dr Goodstone will cover areas of medical significance. Draft title: 'End of Life Matters' JC confirmed patients of all ages will be invited to attend. Important to advertise well.

  - Listening table- EB/YT and JC felt it was important to have a listening table at events (when there is a clear PPG place and purpose) rather than ad-hoc in Practice. PG agreed. A listening table will be manned before the event of 2.4.2020
5. **Primary Care Network (PCN)** - JM attending CLH Patients group. Importance of the patient voice outside of MHC and involvement in commissioning activates. JM fed back about the discussion related to Practice website development where they took on board the feedback from MHC (from service user)
6. **Target data** –PPG reviewed the data on childhood immunisation and cytology uptake for MHC patients. They were disappointed to note that parents had chosen not to have their children vaccinated against childhood illnesses.  
Cervical screening can save lives and PPG feel an obligation to encouraging patients and parents to attend such valuable services. PPG agreed to support campaigns and were pleased to see this highlighted in the draft newsletter. Medical students running a session for expectant parents which may help future figures.
7. **Patient Feedback**

*Survey results were noted and PPG pleased to see that overall patients were happy with MHC services*

*There was a discussion about patients whose behaviour is unacceptable and PPG agreed to support the MHC zero tolerance policy.*

Current survey re MSK service-2 responses to date. *JC to prepare report for next meeting*

Chairs approval-for Meeting ratification



Practice website address: [www.marylebonehealthcentre.co.uk](http://www.marylebonehealthcentre.co.uk)

Next meeting dates 2020; March 30<sup>th</sup> , May 11<sup>th</sup>, June 22<sup>nd</sup>, August 3<sup>rd</sup>, September 14<sup>th</sup>, 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 ie 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.