

**MARYLEBONE HEALTH CENTRE  
PATIENT PARTNERSHIP GROUP  
Minutes of virtual meeting 18.1.2021**

**Meeting Chair:** Jacqueline Glasser (JG)

**Present;** Judith Morris (JUM) Bernard Davis (BD) Yvonne Turkistanli (YT) Moosa Bhayat (MB) Sylvia Lazzerini (SL)

**1. Apologies-** Jeanette Creaser (JC) Eleanor Bron (EB) Dr Andy Goodstone (AG) Dr Tom Mtandabari, Drew Hyman

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

**3. Matters Arising**

Meeting dates that needed confirmation: November 8<sup>th</sup> 2021      December 20<sup>th</sup>2021      January 31<sup>st</sup> 2022

**4. Practice Update**

Staffing – no changes

Church – no more information

Flu jabs – on hold; not chasing people who have not come forward

COVID- If you do anything different to the Government list you get penalised. MHC invited 300 patients over 80 to have a jab, 3 had COVID at the time, 25 wanted to think about it and 6 declined. Those thinking were approached again by Nurse Kelly and decided to have it except for 6. So, a 90% success rate in those agreeing. MHC is the 2<sup>nd</sup> highest booker in the area. MHC like to have some of their staff at Lord's for each clinic – all staff members are working on days off and evenings on a voluntary basis. MHC is allowed to send 3 staff members a week to be vaccinated.

Pre-booking appointments – At present one can no longer prebook a telephone conversation with a Dr; now you need to call at 9.00am and someone will call back by the end of the day.

**5. Newsletter – Spring**

Discuss at the next meeting

**6. Primary Care Network Stakeholders**

Nothing to report

**7. Ask the Experts**

We have had an offer from an 'expert' on the psychological and physical impact of living with cancer. It was decided to leave it until people can attend face to face, but we can discuss the topic and its worth as a subject at the next meeting.

**8. Patient Comments**

Most patients are really grateful when offered a vaccination. There have been occasional complaints about getting repeat medication that is needed with a blood test; but only diagnostic blood tests are being done at the moment which has caused some difficulties. JUM reported she had requested an emergency supply and after a bit of miscommunication it was all sorted and the staff member was very polite. There were also a few complaints about COVID arrangements.

**9. AOB**

No matters reported

Meeting dates for 2021/22 are now confirmed:

2021: 1<sup>st</sup> March, 12<sup>th</sup> April, 24<sup>th</sup> May, 5<sup>th</sup> July, 16<sup>th</sup> August, 27<sup>th</sup> September, 8<sup>th</sup> November, 20<sup>th</sup> December,

2022: January 31<sup>st</sup>