

**MARYLEBONE HEALTH CENTRE
PATIENT PARTNERSHIP GROUP
Minutes of virtual meeting 6.8.2020.**

Meeting Chair Jacqueline Glasser (JG)

1. **Present;** Yvonne Turkistanli (YT) Judith Morris (JUM) Moosa Bhayat (MB) Jeanette Creaser (JC) Bernard Davis (BD) Jim McGeehan (JMcG) Sylvia Lazzarini (SL) Bille Hands(BH)
Apologies- Eleanor Bron (EB) Dr Andy Goodstone (AG) Drew Hyman (DH)
Attending: Florence from Caroe Architects

Chair thanked JC for arranging the meeting via Zoom and welcomed everyone. Chair will arrange the next Meeting. Chair sent EB's warmest wishes to PPG and the Practice who she thanked for their hard work at this difficult time.

2. **Minutes** of last meeting: Review of Minutes from 22.6.2020. All agreed actions completed
3. **Matters** arising from Minutes that are not on the agenda: nil to note
4. **Premises Update-** Florence Andrews from Caroe Architects described the changes and timeframes. PPG had seen the diagrams and pictures of new staircase/entrances and new door entrance for MHC. The discussion focused on two main stages which may affect patients.
The preparation of improvements to access for patients to the Crypt: new temporary entrance and walkway to the Practice through the back of the Crypt hall, time frame to be confirmed when contractor appointed. This stage requires careful planning and consideration of patient safety. There will be new temporary Reception by room 10
The new Reception desk and Practice area with improved access will mean better access for patients, a new Reception area which will be more functional with less wasted space and a better entranceway.
- PPG thanked Florence for dialling in and updating them
Florence will visit PPG again when the contractor is appointed so she can discuss more detailed plans **Action Florence**
5. **Practice Update**
- a) **Staff-** Minimal changes. Dr Wyatt left to start his new post and a new registrar, Tanya Kant, is due to start 5.8.2020.
 - b) **Premises:** patient feedback not discussed at any length as covering MSK feedback - for next meeting
 - c) **MSK survey-** PPG saw results-few people responded to survey 3/35. Most liked the service, although would prefer hands on services and not to have to wait too long to be seen.
 - d) JC described Econsult-a new on line triage consultation service. PPG concerned;
who is triaging the referrals, safety and continuity 'they don't know me'
will this mean it is harder to access a GP?
What happens to patients who don't use computers?

JC awaiting more information. Discussion about what this could mean: positives and negatives (perhaps quick responses for non-clinical admin matters free up GP time but concerned that this will change how general practice works. PPG keen to learn more and **JC to share training link with PPG.-see below**
<https://econsult.net/primary-care>

6. **Newsletter:** PPG newsletter was very well received, feedback from patients was all positive. PPG keen for e consult information and role of PPG to be included in Autumn/Winter Newsletter. Action JC and JG
7. **Primary Care Network (PCN) -**
Role of the PPG- Terms of Reference- ToR approved with the Role of the PPG to be an addendum.
PPG thanked Judith for pulling the paper together and for producing an excellent, accurate and reflective document. Everyone agreed it was a true reflection of what PPG does and is. Important for patients to be aware of that and should be put on the website and In the Newsletter
Action JG and JC

Chairs approval-for Meeting ratification

8. AOB

JC sent a link to show how triage consultations work at another practice; not discussed as for information only

Consideration of ideas suggested by EB for future Ask the Expert, End of Life Matters event- to be discussed fully at the next meeting **Action JC to add to the agenda**

Practice website address: www.marylebonehealthcentre.co.uk

Next meeting dates 2020; August 3rd, September 14th, 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. 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.

Work plan for PPG 2020

AIM	HOW	TIMESCALE	LEAD	UPDATE
To increase PPG active membership	Annual Invitations to local student union bodies at local university Continue to work with local schools Afternoon tea events perhaps with health related topics Ensure PPG is advertised in surveys/questionnaires Powerful posters	Annually –Sept 2020 Annually- June/July March/June/Sept All MHC surveys To be created and printed	JC JC Gill/YT JC ST	Completed Jan 2020
PPG Patients Meeting/AGM	2/4/2020- Preparing for End of Life PPG AGM 2021		Jacqueline	Speaker-BD Advertising and room- JC 16.10 and JG and Father E
Surveys	MSK and physio services-once results to revisit MSK service	During Feb 2020	JC	
Campaigns for PPG:	NHS reducing medicine wastage Monitor smear and childhood imms programmes at MHC		PPG PPG	
Communication	Improve display board Website Newsletter Listening table approach		Judith Judith Jacqueline EB	Newsletter March 2020 Understanding staff roles i.e.: care navigators/imms and vacs/smears/promotion april events
Premises	Work with church to ensure changes good for patients Encourage church to offer services for the community		Jacqueline	
Local NHS Managers	Work with PCNs and CLH Patient Voice at commissioning meetings		Andy/JM	