

**MARYLEBONE HEALTH CENTRE  
PATIENT PARTNERSHIP GROUP  
Minutes of virtual meeting 7.6.2021**

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

**Present;** Judith Morris(JUM) Bernard Davis(BD) Yvonne Turkistanli(YT) MoosaBhayat(MB)Sylvia Lazzarini (SL)Jeanette Creaser(JC) Dr Andy Goodstone (AG)

**1. Apologies-** Eleanor Bron (EB) Jim McGeehan (JMcG)Drew Hyman(DH)

**2. Minutes of last meeting:** Review of Minutes of 12.4.2021. All agreed actions completed

### **3. Matters Arising**

#### **4. Practice Update**

**Staffing** – Dr Arjun Raida, doctor on F2 rotation.

**Church** – The old café space is being developed into the Practice meeting room, Judith and Jacqueline are the PPG reps on the premises group. A text was sent to all patients reminding them that we are open and explaining the development with links to the MHC website. The next stage is preparation for the new temporary access while the new entrance is built at the front of the Church. We are waiting for an options paper next week and then Judith and Jacqueline will be invited to ‘test run’ the new temporary entrance.

**COVID-** All Marylebone patients aged 30 and over, and with a long term condition, carers and those with a learning disability have been invited. Half of the Practice list has either had the vaccination or declined. A text update was sent to patients and there are regular updates on the information page. MHC patients have one of the highest uptakes in Westminster-However MHC admin staff find they have to continually chase and remind patients, particularly in the younger cohorts. Some patients have behaved aggressively towards staff when they have wanted second vaccines earlier than they are due. PPG agree Zero Tolerance should be implemented.

**Appointments: The New Normal:** Patients can now book their own appointments with their GP. JC explained that MHC follows Best Practice guidance from infection control. The survey has been running and ends this week- results to be discussed at the next meeting. The GPs are trialing a new triage and assessment service. This means patients requesting urgent clinical matters are dealt with on the day and anyone else calling, stating it is urgent is assessed by the ‘triage’ GP. They also deal with E Consults

**E Consult-** PPG reviewed a breakdown of users of E consult in May 2021. It was noted that patients aged 91 years down to a request for a 2 year old. Good that patients could submit requests over a weekend for a response for Monday. Equally used by Male/Female. BD fed back that he used the service and thought it was efficient and satisfactory. He was very impressed.

**Data Sharing and Opt Out-** MHC had alerted patients to this programme some time ago. The NHS have plans to copy a patient’s medical information onto a server which will be then used to access information for research and service planning purposes. It was unclear why this is required as current systems work well. It was agreed by all that research and planning of clinical services was a very important role and PPG supported this work. However, there is a lack of clarity about who the data will be shared with and it does seem to have been rushed through. PPG noted that MHC had sent a text to all patients and included clear information on their website however they felt it was important to send a further text, add information to the Newsletter directing patients to the NHS digital website so that MHC patients can make an informed choice. Dr AG to write a piece for the Newsletter based on suggestions from the PPG. JC to collate.

Concern about patients who don’t receive texts and emails. Agreed MHC would send letters to those patients

**Action JC**

## 5. Newsletter – Spring

JC sent a draft to JG who had made amendments. JC to resend for sign off post adding details of the data sharing statements. **Action JC**

## 6. Primary Care Network Stakeholders

CLH/HCL have an AGM meeting on Wednesday which AG and JC will dial into as they are Council members. JM reported that currently HCL is planning a meeting and she will attend if she can.

## 7. Ask the Experts

Dr Safa confirmed she is happy to hold a virtual meeting to discuss COVID and the impact on services, such as cancer care since COVID and Dr Safa can tell patients about the Westminster COVID hot hub **Action JC**

## 8. Patient Comments

Lots of thanks from patients. JC said this has really lifted the moral of the team during difficult times. JC produced a list of recent feedback. Overall patients seemed generally happy with MHC.

## 9. AOB

Dr TM is leading a piece of work to address grumbles about prescription systems. There is a meeting at MHC this week to tackle some repeated issues.

Practice website: the PPG area is very outdated. Can MHC update information there **Action JC**. Meeting dates should be reviewed as some dates conflict with religious observances and some PPG members will be unable to attend. Also since there was a problem of access with the previous meeting, it was agreed we should rearrange the six weekly dates which JG will do.. JG said it was now possible to have a PPG face to face meeting but at the moment it would have to be limited to six people. The PPG felt it was preferable to continue for the present with virtual meetings. **Action JG**

Meeting dates for 2021/22 are now confirmed:

2021: 19<sup>th</sup> July, 16<sup>th</sup> August, 13<sup>th</sup> September, 25<sup>th</sup> October, 6<sup>th</sup> December,

2022: January 17<sup>th</sup>