

	PATIENT PARTICIPATION GROUP MEETING Held on Tuesday 12th December 2023
	<u>MEETING 12th December 2023</u> <u>NOTES</u>
1	Introductions A new members was welcomed to the group.
2	Apologies and Acceptance of Minutes Appologiies were received and the Minutes of the last meeting accepted.
3	Actions from last meeting. 3.1 Letter concerning change to services The letter contains a lot of useful information concerning changes to services provision at Whiteladies since Covid and is expected be ready within the next week. Cost prohibit the mailing to all 17,000 patients so will be available at reception. There is now information as to the different kinds of appointment displayed at the top of the entrance staircase. 3.2 Information about Proxy Access WMG will be providing information on the website concerning Proxy Access in the near future. 3.3 Healthcare Digital Services During the Flu/Covid clinics, Pembroke Road and Family Practice created a questionnaire about patient access to digital services. The questionnaire was well-supported, with 70% of answers expressing an interest in gaining more and simpler access to our own healthcare records.
4	Healthclick – Update Presentations were made to the PPGs of Pembroke Road in July and to Family Practice in September and received the full backing from PPG members, the managaement of each Practice and of the HealthWest PCN. A trial session was run on 20 th October. PCN IT were very supportive.

The trial redefined what is needed. Patients were being put off by the technical challenge of setting up the NHS App, what they need is help with navigation of the App.

What is required are one-to-one sessions in which the technical set-up is handled by an IT trained volunteer leaving other volunteers to assist the patient navigate the App focusing in on how to access prescriptions, test results and medical history.

The Practice Manager expressed the opinion that the PPG is leading the way and that the NHS intends to run a large publicity campaign in the new year encouraging use of the NHS App. The local Integrated Care Board (ICB) recognise its importance and have engaged with One Care (an organisation that works on behalf of Primary Care Services) to identify pilot Practices that would be willing to trial this whole process. We are submitting our proposal on 20th January and are far ahead on this initiative that we are confident of being chosen as one of the pilot Practices. This will bring extra resources and funding, with One Care providing administrative support in coordinating the booking of training sessions and conducting training for volunteers to assist patients in accessing the App. We have also addressed the relevant Data Protection issues.

We plan to run another training session shortly and have another guinea pig lined up to practice on. We will run this in conjunction with One Care.

Our strategy will be to tightly control the release of the programme, possibly starting with selected cohorts from WMG and then expand the programme as our expertise and confidence grows. It is thought that younger patients are more likely to be capable of setting up the App for themselves, so our focus will be on those who find technology a challenge but who would find the information and services relevant and useful.

Sessions are targeted for an hour once a month but may change in the light of our experience and of demand.

The involvement of One Care is particularly welcome. There is a potential for this to be rolled out across BNSSG and possibly throughout the UK.

Securing sufficient volunteers may prove problematic, we need to find a way to encourage people to help. Volunteering will not be restricted to PPG members, we need to identify people in the community who have the necessary technical and communication skills, for example teachers.

The next steps in setting this up will be to develop process and documentation requirements, draw up a roll-out plan and, above all, attract volunteers.

We would like to thank all those who have given of their skills and their time to getting this initiative off the ground.

<p>5</p>	<p>PPG Notice Board</p> <p>During the first quarter we displayed information relating to the NHS App. We now need to consider decide what we might display next.</p>
<p>6</p>	<p>Practice Report – presentation by Nigel Cutland</p> <p>6.1 Benefits of NHS App and other services</p> <p>One of the main benefits of the NHS App is that it frees up resources at the Practice where patients consulting the App for prescriptions and test results rather than the Practice. Time is also saved where patients utilise the App to utilise the pharmacist or other practitioner for treatment in preference to booking a GP appointment.</p> <p>Reception are trained to navigate patients to other services where this is appropriate often providing a quicker solution for the patient. WMG currently refers a lower percentage of their patients to alternate services than many other Practices. WMG plan to visit other Practices to learn from their experiences with the objective of increasing availability of GP appointments.</p> <p>6.2 A New Triage System</p> <p>The new system is much better scripted and much more thorough so that Reception staff can get a better idea of the ailment in question and of the most appropriate service to refer the patient to, whether this is to a GP, a pharmacist or a physiotherapist.</p> <p>Reception staff will need to be trained and the system planned for implementation February/March 2024.</p> <p>6.3 New Telephone System</p> <p>This will go live on 19th March 2024. Patients should not notice any difference except that it is better than before. The functionality more advanced and linked into our IT system so that it will recognise the number and automatically bring up the patient's details. It also provides for call recording, thus offering both patient and staff added protection.</p> <p>6.4 Staffing</p> <p>We are reasonably stable in our staffing, though we will be losing Dr Darke at the end of this month and we are looking at ways of replacing her.</p> <p>6.5 Flu and Covid Clinics</p> <p>It was very successful running the Covid/Flu clinics through the PCN and administratively much simpler. Take-up by the over-65s was good, although the 18-64 “at risk” group was disappointing, something that is unfortunately the case across all North Bristol Practices. It may be just “vaccine boredom”.</p>

	<p>Clinics were at St. Christopher’s on the Downs. This arrangement is coming to an end, since they are planning to develop the site and will be unable to host the clinics anymore. Also, Westbury Park is rather outside the catchment area and we have been looking for a more suitable location. We have been able to source the Methodist Church at the end of Whatley Road off Whiteladies Road and plan to hold clinics there over nine consecutive Saturdays in September/October 2024. The location is in the middle of the catchment area of WMG, The Family and Pembroke Road Practice. The proximity of the WMG car park will also help.</p> <p>A new Shingles vaccine was introduced in September and is a non-live vaccine, which is a good thing because a lot of people who needed the vaccine were not able to have the live vaccine. It is a one-hit vaccine. WMG are looking to run a clinic sometime in the New Year. When the Flu/Covid clinics ran at WMG we tried to co-administer the shingles vaccine, but this was logistically impossible with the more recent PCN-administered clinics. However, we have several hundreds of patients entitled to the vaccine and it will be these that we will be targeting in the New Year clinic.</p> <p>The Shingles Vaccine is available for the under 65s and for the over 70s, but not for those in between. This is out of the hands of the Practice as these schemes are set up by government agencies such as Health Protection England. This means that some are going to have to wait until you’re 70.</p> <p>6.6 Reception Staff</p> <p>There is a small turnover of staff in Reception, and we are looking for some replacements there. Generally speaking, we have a happy Practice and when we need to recruit we find that people who come are impressed with what they see.</p>
<p>7</p>	<p>Membership Update</p> <p>Unfortunately we have lost a member this quarter. We are very sorry that she will be leaving and we would like to thank her for the contribution she has made during her long membership of the PPG.</p> <p>I am delighted to welcome a new member who brings a younger perspective and diversity to our membership.</p> <p>We are always open to new candiadtes and would encourage you to invite others to join, We are happy to meet them and give a presentation on how the NHS was set changed since its inception and why there has never been a time for patients to get involved in the services they receive.</p>
<p>8</p>	<p>Any Other Business</p> <p>No other business.</p>
<p>9</p>	<p>Next Meeting</p> <p>The next meeting will be held on 12th March 2024 at 5.30 p.m.</p>

