

	<p>PATIENT PARTICIPATION GROUP MEETING Held on Tuesday 12th September 2023</p>
1	<p>Apologies and Acceptance of Minutes</p> <p>The Minutes of the last meeting (6th June 2023) were accepted.</p>
2	<p>Matters Arising</p> <p>2.1 Alteration of minutes</p> <p>Inaccurate comments regarding “duplication of doctors” has been removed from the Minutes.</p> <p>2.2 NHS App Familiarisation</p> <p>See HealthClick below.</p> <p>2.3 Letter about “Changes in Services”</p> <p>A letter detailing the changes to the services offered by WMG is currently being reviewed by the partners and are important as they are quite significant. For example the different types of appointments that can now be requested details of which can be seen on the notice board at the top of the stairs.</p> <p>The letter is not being sent to all 16,000 patients but will be available to patients in the waiting room.</p>
3	<p>The Healthclick Initiative.</p> <p>The PPG has the full support of the practice to push on with this initiative, we all recognise the importance and usefulness of patients having access to information about appointments, test results and medical records. The stumbling block which deters many from accessing the NHS App is the technical challenge of setting the app up on their phones. Healthwatch, who ran workshops lost their funding but are happy for us to take over their initiative. We would like to run this in conjunction with the other practices in the PCN. It was suggested that we should involve Student Health, but it is felt that most young people are very familiar with the technology and do not need assistance. The target should be those who are daunted by the technology. We are not trying to get everyone onto the system, only to encourage those who might be interested, but who are put off by the technological challenge.</p> <p>A computer terminal in the Surgery as an alternative for patient use is thought ineffective as the information would be already available from the Reception team.</p>

	<p>A presentation concerning NHS App and the HealthClick Initiative has been made to Pembroke Road Practice PPG and gained their full support. A presentation to The Family Practice PPG will be given shortly.</p> <p>One of the main concerns is securing sufficient volunteers. At present it is envisioned that a monthly session would be run at which patients would bring their phones and have the NHS App set up by the PPG volunteers. Patients attending would be sent an instruction leaflet along with details of the prerequisites. Should we experience difficulties securing sufficient numbers of volunteers, we might consider contacting local schools and colleges whose students are all computer-literate, many may be involved in the Duke of Edinburgh Award Scheme, for which volunteering is one of the requirements. Another resource is the Good Sam App, which is the NHS Volunteer Responder Service. We will need to consider the implications of confidentiality and GDPR.</p> <p>The Practice Managers of Pembroke Road and the Family Practice have liaised to produce a questionnaire or people attending Flu/Covid clinics on the subject of their attitude about digital access.</p> <p>We have a limited number of volunteers comfortable with setting up the NHS App and a few willing volunteers happy to act as our guinea pigs so that we might practice our procedures and we will shortly establish a suitable day to run our first test session at WMG .</p> <p>Thanks to all who have offered help to date. If we can get this in operation, it would be an important contribution to WMG from our PPG.</p> <p>We need to have information about Proxy Access on the website for the benefit of relatives and carers. An example of Proxy Access is that of parents having proxy access for their children up to the age of 14 or 15. There is a detailed series of checks carried out by the Practice when Proxy Access is requested as there is a serious danger of exploitation.</p>
<p>4</p>	<p>PPG Notice Board</p> <p>The keynote for the board is Patient Education and our first presentation is about the NHS App. We will display this for this quarter. Thanks goes to Clare and Amy for all their hard work and to our Practice Manager for his support.</p> <p>We intend to place a copy of the PPG Minutes on this board each quarter</p> <p>We need suggestions for are next display. At present there is an excellent example of what can be done with information about diabetes with suggested recipes, it really grab ones attention.</p> <p>The PPG email address is now visible and will hopefully stimulate others to get involved.</p>

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Practice Report – presentation by Nigel Cutland

5.1 Staffing

WMG is now fully staffed for GPs, nurses, HCAs and across our administration and reception teams. The situation has not always been easy in recent years and some of the Practices are encountering considerable difficulties.

We are encouraging the use of Patient Triage and trying to educate patients to utilise other available services (e.g. clinical pharmacists and physiotherapists). WMG are in discussions with the Pembroke Road Practice about their new Patient Triage software. The Family Practice have already adopted this and initial reports are favourable. WMG will be adopting this new triage system in the new year. The system has been developed by our own clinicians and removes the responsibility for much of the questioning of patient by the Reception team, it directs patients to the most appropriate treatment.

Where two types of symptoms are presented, we will train our receptionists to look at both to determine whether they are two separate or related conditions requiring two appointments or one and to gauge the relative urgency of each.

5.2 New Telephone system

WMG will be changing the telephone system, along with the other Practices in the PCN. We are obliged to follow strict criteria laid down by the NHS and suppliers must be approved by the NHS. The system should incorporate all the functionality that would be expected of a modern system – list of options, callback facility etc. It will also be much more up to date than our present system and incorporate more advanced features. We expect the system to go live February or March 2024.

5.3 New Patients

WMG have signed on to a new registration system. Up until today, if someone wished to register as a patient they would have had to either come into the surgery in person or run off an application form from their computer, complete the form manually and then post it or bring it in to the surgery for processing. A lengthy and cumbersome procedure for all. The NHS have now created functionality within the NHS App whereby one can register with a GP electronically. The system checks from their postcode whether they are in the catchment area.

There are limits to the number of patients the Practice can take. Practices are allowed to apply to the ICB to close their list to new patients if struggling, for example when they have severe staffing problems. WMG has certainly not needed to do this. The new electronic system applies to new registrants only. The NHS estimates that electronic registration will save about 25 minutes of administration time.

	<p>5.4 Flu and Covid Clinics</p> <p>Clinics will be commencing this weekend and will be run at the PCN level. Flu vaccines were delivered yesterday and Covid vaccines today. The Practice has not been given any information about whether the current Covid vaccine covers the latest Covid mutation. It is similar to flu, where every year there is what is termed “antigenic drift”. Vaccine producers try to predict what particular antigens will be required for the current wave of flu and to include in their vaccines those they think best at creating antibodies. Some years their predictions are better than others. There is always a core antibody response that gives a measure of protection and mitigates the severity of your response to the disease. There is always a good reason to get vaccinated.</p>
<p>6</p>	<p>Membership Update</p> <p>We have lost one member today due to moving out of the area. We thank her for her valuable contributions during her membership of the PPG.</p> <p>In 2015 when this PPG was created, it contained ten members. The PPG is running on a similar number now, though some are “virtual “members and rarely actually attend meetings.</p> <p>The new PPG notice board has the potential to attract audience attention and hopefully encourage others to join.</p> <p>Permission was requested and granted to share email addresses across the PPG membership. The PPG also has a WhatsApp group</p>
<p>7</p>	<p>Election for Chair and Secretary of WMG PPG</p> <p>Annual elections are held for the role of Chair and Secretary. No new names for the posts having been received by the Secretary the membership wishes the present incumbents to continue in post. Both accepted.</p> <p>The chair thanked the PPG members for their support and expressed his gratitude to the secretary for the hard work during the year producing the minutes of the PPG meetings.</p>
<p>8</p>	<p>Next Meeting</p> <p>The next meeting will be held on 12th December 2023 at 5.30 p.m.</p>