**Musters Medical Practice Patient Participation Group (PPG) meeting**

**1st June 2021 6-7.15pm via Microsoft Teams**

**Attendees**

Paul Midgley (chair), Mike Prior, Louise Duffield, Barbara Worts, John Prestage, Janet Coleman

**Apologies**: Christine Jones, Tom Wedgewood, John Burnett, Wanda Martin, Petra Westlake, Helen Neville

Tammie Daly has asked to step down as Tuesday is not a good day and her commitments prohibit further involvement. On behalf of the group, PM extended his thanks for TD’s many years supporting the PPG as secretary and for her good humour, and wish her well.

1. **Practice Update**

At April meeting, PPG members questioned the lack of Practice staff representation at last 2 meetings. PM and CJ discussed and we have now moved meetings to Tuesdays to accommodate JP’s availability and JP was able to attend the meeting. CJ was on holiday.

**ACTION to follow up from April:**

**CJ to check re patient access in particular regular health checks/reviews/missed diagnoses – what’s the estimated backlog and how will the practice manage this?**

**CJ to check: Can we use the old coffee bar area for patient education/engagement activities e.g. helping patients with digital access, etc?**

JP: Digital is already a part of practice everyday life. There are three Practice WhatsApp groups as an example.

Clinical notes: these are no longer considered the doctor’s sole domain, they are the patients’ property ultimately. Re full sharing, some sensitivity required as easy for patients to worry about what they read in their notes without medical knowledge, can create extra workload with questions back to practice. Pts can also refuse to share their data as part of the safeguards already and within the proposed GPDPR sharing scheme (General Practice Data for Planning & Research). Benefits of sharing patient records are many not least to empower patients to become more expert in their own health and wellbeing, but to allow sharing with suitable HCPs etc who don’t currently have access to the GP held record data. The Notts NHS App is designed to support this too.

Local GPs haven’t had any education sessions from Connected Notts on the benefits of the Notts NHS App/allaying fears of extra e-communications etc. Would make a good QPDM session – invite Andy Evans from Connected Notts.

JP says its inevitable the App will become available to all so its how it’s managed and introduced that’s key to realising full benefits. And educating patients about best way to use it. Some benefits include sharing imaging quickly. Some safeguards to ensure doctors see such stuff first then sanction for sharing (filing changed to viewed trigger wider visibility).

AccuRx system also widely used by doctors. Introduced to allow tele/video consultation but most are now done by phone. Allows texting too. And sending photos eg skin problems. Can replace a consultation e.g. send a message with results.

Appointments update: All doctors now working from the surgery but option for face to face appointment now mandated by NHS. Ideally still triage and first contact by phone. Face to face slots now bookable without phone triage. Approx 25-30% phone consults then result in a face to face if doctor unhappy. Overall now around ½ all contact are face to face. Likely future model will retain option of remote consultation. Some patients prefer this. Book in advance and book on the day both now available.

3 registrars now in surgery (Laura Turnbull is now a qualified trainer) so more doctor appointments than ever before available.

Appointments maybe booked directly with other HCPs e.g. nurses, clinical pharmacists, physios, Social Prescribers (latter three part of the PCN funded addition roles scheme). JP says not obvious who needs referral to Social Prescribing. Physio proving very popular and now booking 3-4 weeks in advance.

ACTION: CJ - Invite to QPDM to explain their role/benefits to patients??

Questions:

LD: Practice could set up a Facebook page for outgoing messages only (other practices do this) without worry of getting lots of comments. Gamston Medical Practice and Radcliffe and Ruddington and Keyworth PPGs have active Facebook pages, good for engaging patients quickly eg with changes to oeping hours etc. JP in favour of FB rather than newsletters as more dynamic/instantaneous. Belvoir Health Group’s FB page is pretty good (JP’s practice as a patient)

ACTION: JP to bring up setting up a Practice Facebook page at next partners meeting.

ACTION: CJ/JP to raise with Partners/practice re “Re-setting communications” – a strategy for how Musters Medical Practice wishes to engage more effectively with patients – e.g. have a QPDM dedicated to this (could include NHS App, Facebook, Newsletter, website revamp etc as part of the session)

1. **Standing items for future meetings**

Practice update

Patient access including digital

Patient communication including digital

Focus topic – tbc at end of each meeting

PCN feedback/other relevant info from other external groups

1. **Notts NHS App - update**

LD: reflected on ongoing usefulness of the App. E.g. recent blood test appeared on the App within a day. Provides faster access to info that the practice may not come back on if ‘normal’. Double edged sword if anxious patients then contact surgery despite ‘normal’ result. LD happy to write a piece on the NHS App for a Practice Newsletter

ACTION:

JP/CJ to initiate/re-kindle the Practice Newsletter (not done since Richard Barnsley left

LD to liaise and write a short piece on the usefulness of the NHS App (its much more than a COVID vaccination passport proof)

Spread: would be good to engage the wider practice to understand the potential benefits of enabling full access/functionality. Can we look at experiences of other practices – vase studies – of the benefits? E,g, Middleton Lodge (Ollerton), Stenhouse MC (Arnold).

How technical/digitally native are practice staff? Could we identify a digital champion in each staff group? Has anyone in the practice downloaded the Notts NHS App and thought about how this could be beneficial? If not, can this be done please. What about setting up a practice Facebook page to put out general notices eg changes practice opening times, etc. Also practice website – it’s very old fashioned looking. And not kept up to date. What’s the future plan for MMP to have full digital access/interoperability.

Potential Focus topics:

* Type 2 diabetes/other conditions likely to increase as a result of lockdown – what are the practice’s contingency plans?

**NEXT MEETING**: 3rd August 2021 6pm-7.15pm on Teams unless COVID guidelines change. Invitation already sent out.