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

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

**Attendees**

Paul Midgley (chair), Mike Prior, John Burnett, Louise Duffield, Helen Neville, Petra Westlake, Barbara Worts

**Apologies**: Christine Jones, John Prestage, Tom Wedgewood, Tammie Daly, Janet Coleman, Wanda Martin

1. **Practice Update**

Not possible to get practice’s thoughts due to no practice representation at the meeting.

PPG members questioned the lack of Practice staff representation at last 2 meetings – **ACTION PM to raise with CJ/JP**

PPG members reflected on their recent experiences accessing the practice.

June PPG should be Ok to have face to face. We’d love to be able to invite Libby Smith to say thank you from the PPG (or for the PPG to be invited to attend any practice-arranged event).

BW: haven’t had annual review of HRT meds/blood pressure checks

PW: have had her regular B12 injection. Husband has had his regular post-MI checks.

JB: Has had his annual diabetes review – half f2f with nurses, half on phone. Eye checks every 2 years now so missed last year.

MP: Hasn’t had a review for 18 months (Libby used to do these). Dr Peachey seems less keen.

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

MP: Can we use the old coffee bar area for patient education/engagement?

1. **Notts NHS App**

LD: had persisted and managed to download the Notts NHS App. Medical history was there, medications, flu jabs, COVID jab etc. Useful = COVID passport. Cannot currently use it to contact the practice.

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.

LD will do a digital audit of MMP vs local practices and feedback to next meeting.

MP: PPG can offer to share with practice the benefits. AND help practice upskill how to use the tech – maybe using a dedicated education area in waiting are (old coffee bar?)

HN: Positives - I can see the potential use for having everything in one place and once set up the app seemed to work quite well although there were some inaccuracies on the records eg prescriptions relating to my children rather than me, even though are not linked to my profile yet on the system.

Negatives - incredibly frustrating to set up, took me about 45 mins plus about 30 mins waiting for approval and I was kicked off the system repeatedly. Also felt quite uncomfortable having to send a video of myself to be approved. Although the system seems good in theory, I don't see what use I would have for it. If appointments could be booked through it however, that would be helpful.

POST MEETING:

Need for people to be able to display COVID passport now makes full availability of Notts NHS App critical for all

**Tech ACTIONS**

1. **CJ:** Discuss Notts NHS App at a QPDM so all staff have a chance to ask questions, to decide if it’s a good idea to enable the activation process to release extra functionality
2. LD suggested if 1 is put in place, how to activate with her comms expertise – West Bridgford Wire press release, practice website, text message to patients, via Facebook (currently only the PPG has an account, the practice should set one up too); practice to set up a Twitter account too. LD’s 80 yr old mum follows her practice on FB in Norfolk. It’s not onerous if 2-3 people share the load
3. Share case studies from local practices. From different perspectives e.g. doctors, nurses, Practice Manger, reception, patients, PPG, AHPs
4. Wider MMP Digital strategy including Facebook, Twitter, interoperable website, integration of text messaging, preferred future platforms

AOB:

Mike and Barbara featured in the EMRAD Christmas newsletter see link [Winter 2020/2021 - East Midlands Radiology (emrad.nhs.uk)](https://emrad.nhs.uk/news-alias/685-winter-2020)

NEXT MEETING: 3rd June 2021 6pm-7.15pm on Teams. Invitation already sent out.

Focus topics:

* Digital access/engagement strategy (including advice & guidance - BW)
* Type 2 diabetes/other conditions likely to increase as a result of lockdown – what are the practice’s contingency plans?

August 5th should be our first face to face meeting of 2021 😊