**Musters PPG meeting**

**4th February 2021 6-7.15pm via Microsoft Teams**

**Attendees**

Paul Midgley, Mike Prior, Tammie Daly, Janet Coleman, Louise Duffield, Andy Evans (guest speaker)

**Apologies**: Helen Neville, Petra Westlake, Barbara Worts, Christine Jones, John Prestage, John Burnett, Tom Wedgewood

**Practice Update – not possible due to CJ illness**

**Notts NHS App – Any Evans, Connected Notts (part of Nottinghamshire Integrated Care System)**

From Dec meeting:

Several PPG members said they had struggled to download the app and get it working. If you already have online access to your records in order to link the app to the existing MMP record you need to be able to remember your original password! Many people can’t.

The Patients Know Best element of the app hasn’t been enabled by the practice (as is the case for a number of Rushcliffe practices). CJ said the functionality is better suited to hospital records vs GP records and PKB are looking into improving the functionality. ACTION: PM to look into this as now a member of the Connected Notts Patient Advisory Group (Public Facing Digital Services [PFDS] committee).

Andy Evans:

Connected Notts has been around for 5 years. Aim – to share information across all providing and receiving care across Notts (health, care and service users).

Notts NHS app is the ‘front door’ into this shared record. PLUS aligned to extra patient functionality through a seamless link to ‘Patients Know Best’ service, putting the patient in charge of being able to share their medical record with anyone they deem suitable at the point of care – and being able to edit certain aspects of their record, and add in their own data.

Public’s concerns:

* Security
* Privacy/ethics of data sharing outside NHS

Public’s expectation:

* All NHS can already see what they need to about their health history (always surprised that this isn’t the case)
* Ability to allow carers to see the patient’s record

Demo’d the Notts NHS app and showed what it can do, under two situations:

1. If the practice has not committed to verifying the PKB element
2. When everything is verified and full functionality is possible

Under 1 your full medical record aspect is visible through the Notts NHS app, as well as all the usual NHS app functions such as symptom checker etc.

Under 2, this allows you to message your practice and receive messages back, and to add your own information to your medical record and share it (e.g. from external wearable devices recording biometric data such as blood pressure, oxygen saturations, heart rate, sleep data) AND manage all your health appointments in one place once local providers have joined the system (Sherwood Forest hospital are on, NUH joins later this year)

Questions:

LD – why is it so hard to get registered on the app? E.g. the passport photo is very difficult to verify and she gave up as was taking too long (PM agreed its v sensitive to photo quality)

AE – agreed. It’s a security thing. Bit like Tax Office security to verify your identity. Necessary for level of security as medical records very sensitive and major public concern

Current Notts NHS App status in Rushcliffe:

Not all practices have agreed to complete the verification step required to enable the PKB functionality (as there are other alternative systems which allow limited additional functionality e.g. direct appointment booking that have been adopted e.g. Patient Access from EMIS). Musters hasn’t enabled to PKB element yet. The Village Group (East Leake, etc) have enabled it across their 3 practices.

Would you use the Notts NHS App if it was fully functional?

TD – would have been really useful as a carer for her mother living with Alzheimer’s

LD – yes once I get past the verification stage. Will try again when more time

MP – Already have a meticulous system of paper files for each part of the health system he interacts with and on good terms with key people e.g. his pharmacist. But could see it would be a ‘one stop shop’ to keep everything in one place to share more widely so potentially useful and worth exploring

JC – Yes it looks promising, already has the NHS App and uses EMIS Patient Access so would be good to have all functionality in one place (plus the extra options)

PM – useful e.g. to see vaccinations history

AE – One local practice has over 70% of its patients now logged onto the Notts NHS app. Stenhouse Medical Centre, Arnold, uses it to reduce the need to call the surgery, and answers messages sent through the app within 24 hours. This has reduced incoming phone calls and delivered high patient satisfaction.

What are the next steps?

1. Musters to discuss 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 90 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

Action:

Download the NHS app and login on (be persistent as it may take several goes to get a photo of good enough quality to be verified)

Go to the Connected Notts website for the Notts NHS App information and follow the steps if struggling <https://www.nottsnhsapp.nhs.uk/notts-nhs-app/> for general information and <https://www.nottsnhsapp.nhs.uk/register/> to start the process. You will need a passport-quality photograph (head and shoulders) for the verification step accessible on the device you’re using to set up access to the Notts NHS App..

On 1st April, we will review people’s feedback on the website and the logging on process, plus how useful the app is even without the additional functionality discussed above.

OTHER BUSINESS:

MP asked about having a delayed leaving do for Libby once possible. Everyone agreed that would be desirable.

NEXT MEETING:

1st April 2021 6pm-7.15pm on Teams. Invitation already sent out.