

**Minutes**  
**STOCKTON HEATH MEDICAL CENTRE**  
**PATIENT PARTICIPATION GROUP**  
**Wednesday 2 November 2022**  
**5.00pm – 6.00pm (remote on TEAMS)**

Attendees: Jane Brown, Kath Douglas-Furner, Susan Scales-Barlow, Bernie Wilkinson, Karen Chriscoli  
 Apologies: Richard Utley, Derick Acton, Mary Chuck, Joanne Price.

**Apex data for recent access including vaccination programme.**

Review of data showed a 2% increase in the number of face-to-face consultations (648) compared to previous 3 months. A total of 12285 across the months August – October 2022.  
 See separate report.

Flu and Covid Vaccination data

Over 65's 2000 vaccines ordered  
 Under 65's 1400 vaccines ordered

Numbers vaccinated for flu so far –  
 External

Nursing Home Vaccinations - 246  
 Housebound – 86  
 Administered at the Practice – 1559  
 External provider - 1912

<b>Flu vaccination status 31/10/22</b>			
<b>Age Group</b>	<b>Vaccination outstanding</b>	<b>Group total</b>	<b>Vaccination not outstanding</b>
>65	1721	4158	2437
2-3 Yrs	220	262	42
18-64 at risk	1336	1808	472
<18 at risk	121	159	38
50-64	2207	2729	522
<b>Totals</b>	<b>5605</b>	<b>9116</b>	<b>3511</b>

Further reminders to be sent for vaccine sessions over next few weekends.

Number of covid vaccines. 2031 vaccinations given since end of June 2022..

Approximately 3500 still eligible. (numerous invites from national team and regular texts from Practice).

PPG discussed not clear how to book covid vaccination via Patient Access, the guidance is how to book a flu vaccine and this makes it unclear for those patients who want to book in only for covid vaccine. Karen to review wording/names of clinics

### **Friends and Family Test (FFT) - how can PPG support it?**

#### **FFT was relaunched by NHS England in June 2022.**

Friends and Family Test June/July 2022

Total Count	43
Very Good	20
Good	16
Neither Good Nor Poor	7
Poor	0
Very Poor	0
Don't Know	0

Friends and Family Test August 2022

Total Count	13
Very Good	5
Good	7
Neither Good Nor Poor	0
Poor	1
Very Poor	0
Don't Know	0

Friends and Family Test September 2022

Total Count	24
Very Good	13
Good	7
Neither Good Nor Poor	2
Poor	0
Very Poor	2
Don't Know	0

Our team have been reminded to send text invites to submit FFT via website.

Could PPG assist in handing them out?

Suggestion of presence of PPG one morning a week to hand out FFT slips, listen to patient feedback and share with the team. Volunteers please. Susan would be interested. Rest of group please let us know after review of minutes.

### **Access to prospective records - Delay**

Having reviewed guidance from BMA [Accelerated access to GP-held patient records guidance \(bma.org.uk\)](https://www.bma.org.uk/accelerated-access-to-gp-held-patient-records-guidance) 27.10.2022 the Practice feels it is not safe to give blanket access to all patients without having reviewed the records to ensure that it is safe to do so without causing "harm".

Risk assessment - necessary to delay automatic switching on of access to full patient records.

- Although a checklist/Data Impact Assessment has been reviewed in the summer by Karen Chriscoli/Susan Clerkin, concern remains that clinical staff have not shared lists of vulnerable patients they do not think it is safe to have access to records without the records being fully reviewed.
- Only have search to look for patients with "safeguarding" codes, not "vulnerable patients" we may have concerns about. We only received those codes late last week, Keith has run them and on further review I have asked him to add code "**Enhanced review indicated before granting access to your own health record**". The searches don't identify "vulnerable" patients.
- We do not have capacity to review/redact all new patient records (GP2GP doesn't retain any previous redactions/on-line visibility etc.

EMIS does not have a software fix to aid reviewing of records/adding automatic redaction.

- Third Party information from external service providers: We do not have capacity to review whether the sender of correspondence is happy for patients to view the letter.

Message on Practice Website from 30/10/2022

## **Turning On Prospective Access To GP Records from 1st**

### **November 2022**

As data controller we take your personal data seriously. Due to technical issues and legality as data controller of our patient information, we will not automatically grant patient access until fully safe and secure to do so.

Whilst we wish to support the principle of patient access, we are currently providing access in a manner that we determine and is within our resources and which is under the control of our organisation.

We will respond to individual patient requests and make organisational changes at a pace where we can be sure patient care and access can be managed safely

Discussed with PPG, benefits of patients having access to their information should be a reduction in patient contacts for admin team; results can be reviewed, consultation notes checked.

NHS England have given Practices until 30 November to review processes prior to new switch on date.

**Date for next meeting:  
Remote on Teams at 5pm  
Wednesday 1<sup>st</sup> February 2023**

