

Preston PPG Minutes 21-05-2019

Present: Sandra Maddison (Practice Manager), Tracey Scorer (PPG Co-ordinator), Leslie Senior (Chairman) and 12 PPG members.

Apologies: 14 PPG Members

Leslie welcomed everyone to the 17th PPG meeting and introduced **John Hewitt** (*newly elected as PRS Vice Chairman at this meeting*)

Matters arising from last meeting 28-02-19

- Leslie had previously informed the group he wished to step down as Chair, and since the last meeting John Hewitt has offered to step forward. John said he had moved to Weymouth at the end of November 2017 from Nottingham, where he had been the secretary of one of the PPGs for 5 years; and as such deputised for the PPG Chair at the regular Patient Active Group meetings held by the Rushcliffe CCG, when he was unable to attend. John has experience of how a CCG works. He has also attended some PPG networking events. John is however a new member of our PPG, having attended one previous meeting.
It was suggested John could step up as Vice Chair supporting Leslie until the end of the year, whereby Leslie will then step down to Vice Chair and John will become Chair. All members present were in agreement.
- The Terms of Reference were discussed agreed.
- Tracey asked the group if she should add attendee and apology names to the minutes. It was decided to just add the number of people who attended.
- Tracey produced numbers of patients who had not attended their appointments in April, which were further broken down into GP appointments and nurse appointments. The numbers are in line with previous months. Tracey will continue to monitor these and will pass the figures back to the management for discussion, who can then decide if they wish to introduce a protocol for patients who regularly book appointments and not attend.

APRIL	RCS	PRS	TOTAL
DNA No of Appts	249	115	364
Male	112	51	163
Female	137	64	201
Time wasted in Hrs	50.5	23.8	74.3
GP total appts	149	57	206
GP time wasted in hrs	24.8	9.5	34.3
Nurse Total appts	94	55	149
Nurse time wasted in hrs	24.6	13.3	38.0
Other Total appts	6	3	9
Other time wasted in hrs	1.1	1.0	2.1

New Services / Updates

One-To-One Appointments - helping patients get online and use Patient Online Services

Superfast Dorset is a partnership between BT, Central government and all Dorset District and Borough Councils to supply Superfast Broadband Connectivity to the whole of Dorset. Around 21% of people are not confident using the internet - that's around 150,000 people across Dorset. And 70,000 of these have never been online. To help people learn the skills they need the role of **Digital Champions** has been created.

What is a Digital Champion?

Digital Champions help and support people in their local community to use the internet and gain basic online skills.

A Digital Champion will:

Attend training sessions on how to make the most of being a Digital Champion and teach people in the community basic online skills such as:

- How to create an email address
- Staying in touch with friends and family via email, social media or video calls
- Finding information online, for example hobbies, local events, news and more
- Accessing public services information online
- Other simple online tasks that people might request

Digital Champions are most often available in libraries; however, to make their services available to more people Superfast Dorset are looking to have sessions in surgeries.

The Royal Crescent PPG formed a small group to work with the Digital Champions to advertise and set up this new service at the surgery. The Digital Champions will be able to help patients who have difficulty using or setting up Patient Online Services.

The appointments will start from July, be for 30 minutes and appointments booked by reception are open to patients across the practice. Patients will be encouraged to bring their own lap-top or tablet, or other device, but a computer will be available to use if needed for the training.

E-Consult

EConsult - allows patients to consult with their GP electronically, and offers alternatives to calling or coming into the surgery for common, more minor problems. Using this service patients can also access self-help content, and be signposted to alternative options available, such as pharmacy, symptom checkers or 111.

E-consult requires patients to complete an online questionnaire related to their problem or condition. It can also be used for administration, ie requesting continuation sick certificates, a re-referral, or letter.

The patient accesses **E-consult via a link on the surgery webpage**, which then takes them through a series of questions relative to their query. The information given is then emailed to the practice and passed to a GP. For completed questionnaires that are received before midnight patients will receive feedback from the surgery by the end of the next working day.

This will start from June but will not be widely advertised. We would like PPG members to trial this for us where possible, and report back their experience, before we advertise this new service to all patients.

NHS APP

The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet and can be used similarly, but with extra services to Patient Online.

The NHS App enables people to:

- Check their symptoms using the health A-Z on the NHS website
- Find out what to do when they need help urgently using NHS 111 online
- Book and manage appointments at their GP practice
- Order their repeat prescriptions
- Securely view their GP medical record
- Register as an organ donor
- Choose whether the NHS uses their data for research and planning

The NHS App is now available to the public on Google Play and Apple app stores.

GP practices are being connected to the app gradually and will all be connected by 1 July 2019.

Once their GP practice is connected to the app, patients can 'self' register and verify their identity through a 'self ID process' ie taking a photo of their driving licence and uploading a photo of themselves which is then sent off for checking, before access is enabled.

The patient does not have to contact the surgery to connect to this app, as long as they can verify their identity. (This will save practice admin time).

Through the app they can access the same services (and more) as the current Patient Online Service. There will be a national campaign in September encouraging patients to use this app.

Leg Club

Patients who have a leg ulcer you will soon be encouraged to attend one of the leg clubs that are now open daily in several locations throughout Weymouth.

The leg clubs are part of the *Lyndsey Leg Club Foundation Charity* which is an evidenced based initiative providing community-based treatment. The high standard of care is delivered in a social and friendly setting where patients can meet up, chat over a cup of tea or coffee whilst awaiting treatment.

Nurses from local surgeries will be attending the clubs to provide the leg care

The clubs will run on a daily basis, no appointment is necessary.

From the beginning of June clubs available are:

Tuesday	9.30-12.30	Westham Methodist Church, Newstead Road
Wednesday	9.30-12.00	Victory Hall, Chickerell
Friday	9.30-12.30	Wyke Regis Community Centre, Ryemead Lane

Start dates yet to be confirmed

Monday	9.30-12.30	St Francis Church Hall, Littlemoor
Thursday	9.30-12.30	Springfield Social Club, Dorchester Road

AOB

We discussed the noticeboards in the surgery and whether to have a specific PPG noticeboard. Suggestions on the notice boards in the waiting room were discussed. Tracey will see if she can amalgamate some boards to free up a PPG board, or place a new smaller board underneath the TV screen. The PPG members agreed they liked the main 'Campaign board' which should stay as it is.

Action Tracey

Book Swap

We will be placing a bookshelf in the waiting room where patients can bring a book to swap for another book to take away. PPG members were asked if they had any books to donate to this scheme. Once we have enough books to fill the bookshelf this will be placed in the waiting room for patients to use.

Action PPG – please bring in any unwanted books

PPG Locality Chairs Group

Leslie informed the group that a locality group has been set up of PPG chairs who meet quarterly to share information from their PPGs and learn more of what is going on in the locality. Leslie or John will attend these meetings and report back to the PPG.

Next Meeting

We discussed suitable days and times for meetings. The next meeting will be held on:

SATURDAY 17th AUGUST 10AM – 12NOON

Acronyms

PPG Patient Participation Group
PRS Preston Road Surgery
RCS Royal Crescent Surgery
CCG Clinical Commissioning Group
DNA Did not attend