

Royal Crescent PPG Minutes 30-05-2019

Present:

Practice staff: Tracey Scorer (PPG Co-ordinator), Leanne Birch (Operations Manager)

PPG members: Peter Cameron PPG Chair, & 8 PPG Members

Guest: James Gammons (Jim) (Engagement and Communications Co-ordinator PPGs)

Apologies: 3 PPG Members

Welcome and Introduction:

Peter welcomed everyone to the 9th PPG meeting and introduced Jim who then gave a brief description of his job role as Engagement & Communications Coordinator for PPGs. Jim has been in post since January 2019. The main purpose of his role is to support Practices and PPGs in the Weymouth & Portland, West Dorset, Bournemouth and Christchurch localities to help create PPGs where Practices have none, and to help existing PPGs develop

Jim said he is not there to run/take over the PPG, but to support them in any way he can for example sharing best practice from other PPGs and acting as a sounding board for planning activities and events. He gave examples from other PPGs he had visited, including PPGs forming sub-groups to perform a "patient's view" audit of the practice, host health & wellbeing events, and support other patients to register for online services. Jim is happy to support the PPG any way he can in the future.

Updates from previous meeting 12-03-19

One to One Appointments helping patients gain confidence to use a computer and sign up for Patient Online Services

Following on from the last meeting a small group of PPG members met with two Digital Champions to discuss how to roll out a new service at the surgery, helping patients gain confidence using a computer and to sign up for patient online services here at the surgery. Advertising and promotional literature was discussed, it was agreed to leave out the words 'Digital Champion' as this might put patients off from using the service.

Advertising will state that help is available for one-to-one sessions at Royal Crescent Surgery to help patients use online patient services. Dorset County Council who have funded this scheme, will print the posters and postcards advertising the service, and the advertising will be distributed at both surgeries and at the Park Community Centre

The appointments will start from July and appointments will be for 30 minutes, these will be booked by reception and 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.

A question was asked - How many patients registered at the practice are currently signed up for patient online services. Currently 4623 patients are registered for SystmOnline, which is 23% of the total number of patients.

Interestingly this is split 51% at RCS and 49% at PRS, although PRS has 4,000 patients less than RCS. This further shows that although PRS has a more elderly patient list, that these patients are using online services more than the patients at RCS.

Friends and Family Test (FTT) paper questionnaire

Tracey informed the group that the FTT paper questionnaire had now been updated and the questions relating to age, disability, ethnic group and gender removed as this information is not required. A link has been put on the practice website to NHS.uk for patients to leave feedback if they wish and to see our Friends and Family Test rating.

New Services / Updates

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

Terms of Reference

Tracey handed out a draft copy of the revised Terms of Reference and asked members to read through for discussion at the next meeting.

AOB

Heather gave an update of a recent event she attended – Dorset healthcare Shaping our Future, she said the event was extremely interesting and encouraged other PPG members to attend any future events where possible.

Next Meeting

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

TUESDAY 3RD SEPTEMBER 3PM – 4.30PM

Acronyms

PPG	Patient Participation Group
PRS	Preston Road Surgery
RCS	Royal Crescent Surgery
CCG	Clinical Commissioning Group
FFT	Friends and Family Test
TOR	Terms of Reference