

## Patient Participation Group

### Minutes for meeting 12.12.2019

- Apologies: Anne Greene and John Hope
- Introduction: Thank you to all attendees, and to touch base with latest developments
- Newsletter: Confirming everyone had received a copy and to give feedback. Asked if happy and general feedback was positive. Not too detailed and easy to digest. One comment was that the information regarding the new GP's should have been a headline, with a little information on their background. Information on GPs retiring would be useful
- Website: Dr Roy discussed changing the RWMP website, as too cluttered. A new look to make it more individual and stand out from other surgeries.

Last meeting update: Roles of PPG members  
Appointment times, were either Same day or 3 weeks. Text messages for blood test review appointments too vague. Too few appointments available and telephone time too long on hold and then cut off. It was commented that if anything urgent showed up against a result, that the patient is contacted.

**Action:** Karen Jones cc. Lynne and Karen to review a standard text message, to inform patient when they will receive a call.

AskMyGP: Dr Roy gave a talk on how it would work. 60+ practices currently using the service, and explained it is being funded by the practice. Positive feedback generally. Queries regarding accessibility in regard to the elderly, patients with no access to the internet and carers (proxy access). It was explained that telephone lines were still open to these patients, and that with the new service there should potentially be shorter waiting time, due to less incoming calls.

**Action:** Telephone message will need to be changed

**Recommendation:** Dr Roy asked for everyone if interested to google AskMyGP and read reviews. It was discussed that details would not automatically go into patients file, and would be copied and pasted. Some scepticism as open to error. Agreed no system human error proof.

Only reservation from Dr Roy is the system doesn't filter key words like chest pain. However everything will be looked at and dealt with same day.

**Action:** Dr Roy will send our information on how the App will work

**Question:** Can this be tested on a few patients

**Answer:** Not practical and are using the strategies used by other surgeries.

**Question:** Who is Lead

**Answer:** Dr Roy and Karen Jones IT

Company will be sending trainers to the Practice and will be there on the launch date 23<sup>rd</sup> December and will offer continued support thereafter.

**Question:** Thought it would be a good idea to put an add in the local newspapers.

**Action:** No comment

Dr Roy brought up App on phone

**Action:** Dr Roy to send the link to everyone

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**Question:** Can patients request their query to be sent to a specific GP

**Answer:** Yes – there is a diary, so patients can see which days the GP of their choice has a clinic

Dr Roy asked if attendees would rather see their own GP instead of a FICS GP. Generally everyone happy with FICS but felt for continuity would be better to see own GP.

**Action:** Look at the possibility of removing own GP's from FICS

### **Patient Education Talks.**

Well attended. Basic Life support in Jan date TBC.

All future talks are based around our patient population and demographics

AOB

MJog = Not happy with all of the messages being sent, asking for b/t etc. They are too vague and can cause anxiety.

**Action:** Look into improving messages

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