**Patient Participation Group Meeting**

**22nd February 2023**

**6 00 pm Seymour House**

**Minutes**

**Present:**

Dr Patrick Hudson (PH)

Dr Armine Kayzakian (AK)

Mrs Gill Russell (GR)

Mr GH

Mrs MH

MR SC

Mr MF

Miss MF via Teams

**Apologies:**

Mr M L, Mr V S, Ms I J-D, Dr L K , MS G S, Mrs K K, Ms J P, Mr J C

**1. Welcome and Introductions** GR welcomed and thanked members for attending

**2. Current Access Arrangements**: GR outlined the current situation: reception staff are actively encouraging patients to use the AccuRx system for non-urgent medical queries. A clinician will respond within 48 hours. The link is easily accessible via our website. If patients are unsure of how to fill in the form the receptionist will help them. So far the AccuRx system has proved very successful and patients have reported their satisfaction with this route. However we are continuing to take requests for appointments on the telephone or in person. Patients are asked if they would prefer F2F or a telephone consultation.

We are also asking patients to seriously consider using the NHS app. They need to register for Patient Access by contacting reception. They will then be able to book appointments, request mediation and view sections of their medical history through the App. Mr GH asked about proxy access. GR confirmed this was available and to contact reception to set this up. Mr S C said this was something that WFL are currently pursuing.

Patients can also book appointments and order repeat prescriptions via the website, once they are registered for Patient Access.

The NHS app and on line access is the direction the NHS is going, however we are determined to keep all access routes available so there is no disadvantage to any section of our diverse patient population.

Although it is now not an option for individual practices to run surgeries on Saturday mornings we have in effect increased our extended access arrangements. Through the Richmond GP Alliance we can offer patients extended access appointments between 4pm and 8pm Monday – Friday and from 9 – 6 on Saturdays at local Hubs – Essex House, Hampton Wick and York Medical practices.

**3. On line Services:**  GR informed the meeting that access is available through the surgery website to several self-referral services.

Sleep Station which offers help on sleep problems without the need for medication.

The Get U Better App which gives advice on Physio self-management

Physio First which allows the patient to self-refer to physio service

Social Prescribing. This initiative offers invaluable social support to patients for a wide variety of social issues.

**5 Primary Care Network update:** PH explained that our PCN allows collaborative working between local practices. Although the agenda of the PCN is perhaps not directly relevant to patients, the benefits of collaborative working has led to various initiatives - social prescribing, practice pharmacist provision, and the future provision of a mental health support worker assigned to each practice. Group working is the NHS vision for the future

Practices are no longer offer ear syringing; how this was done previously is now considered as potentially unsafe and has been replaced by microsuction. Patients had latterly been signposted to private services ie Specsavers, the cost of which had led to patient dissatisfaction. There is now an NHS microsuction service at Sheen Lane. Patients can book themselves, or through reception.

**6. Surgery Improvements:** We have recently installed a new patient check in and call system at both surgeries to replace the old one which had limited functionality. We will now have a TV monitor in both receptions which will enable us to promote our services and keep patients up to date with current issues.

**7. Future meetings:** We aim to meet in 6 monthly intervals. GR will contact the group again to arrange a September meeting.

**8 AOB**

Responding to a question from Mr S C, GR confirmed that the practice sent text messages to remind patients of appointments, and to advise re bank holiday arrangements etc. through the iPlato system. However we had today received an email informing us that the South West London Integrated Care board (formerly SWL NHS) are not renewing the contract with iPlato as of31st March. We await further information from the ICB regarding a new contract, which is likely to be with AccuRx.

Miss M F reported that on more than one occasion there had been no receptionist at the desk when she visited Seymour House. GR apologised, this definitely should not be the case, and advised MR M F that this will be brought up at the next receptionists meeting.

Mr M F said that patients obviously put demands on the practice and asked if there were anything patients could do themselves to ease the path. As before, to engage with the online services where possible would be advantageous to both parties

MrG H and Mr M F thanked the practice warmly for all we are doing and were most complimentary about our services. Mr S C thanked PH and the practice for the care given to patients at WFL. AK confirmed that she would be pleased to visit WFL in PH’s absence. Practice attendees thanked both Mr G H, Mr MF and Mr S C for their generous comments.

Mr G H asked how we ourselves view how we rate ourselves as a practice. PH replied that he felt we were doing as best as we can and would continue to do so. AK said that we all worked together as a team; we put the patient first and tried to maintain as far as possible the ethos of a family practice.

GIR 23/2/23