

15th April 2024

Apologies: RJ, JL

Only actions that are either incomplete or where members have not confirmed either way remain in the minutes. If the action is no longer here, please assume it has been done.

Action	By whom	Outcome
LB to consider how we can advertise what services we are currently offering and also ensure that plans for the future are also shared with patients.	LB	Remain on the 'To do' list

Discussion	Action
<p>Matters Arising</p> <p>Website Prescriptions</p> <p>LB showed the group why it might appear that the website is not offering the facility to request medications. LB showed the website and advised that patients need to click on repeat prescription request rather than the top 2 options</p> <p>Ordering repeat prescriptions</p> <p>The easiest ways to order repeat prescriptions are:</p> <ul style="list-style-type: none"> • using your NHS account (through the NHS website or in the NHS App) • using the GP online system: Patient Access <p>These accounts show you all your repeat medicine and dosage and you can choose the ones you need.</p> <p>You can also:</p> <ul style="list-style-type: none"> • fill out a repeat prescriptions request form <p>Whatsapp Group</p> <p>Has started, LB asked if anyone else wanted to be included, SP, MM & IT said they would.</p> <p>SMS Survey</p> <p>LB has switched the regular survey text off since 1st April as we don't want to waste text messages. We will now be trialling sending a batch message to patients so they only get one per month rather than multiple texts. The practice now has an SMS allocation so we need to be more mindful about what we are sending and when so we don't exceed our allocation.</p>	
<p>Today's Discussion</p> <p>New member Introduction</p> <p>IT introduced himself, he's been a patient at the surgery about 2 years and his main reason for joining is because he is a SAFA volunteer-Veterans champion at SAFA. TC is also a SAFA volunteer. LB confirmed we have the Veteran Friendly Practice Accreditation.</p>	<p>LB will add members to whatsapp group</p>
<p>Tanuja-Digital Care Co-ordinator</p> <p>Tanuja attended the meeting to give overview of her role. Working for NHS app, with patients 1:1 to help patients with using/installing the NHS app. Tanuja works across the whole of Merton. She has an email and mobile number so patient can contact her. Tanuja was keen to be advised of local places and services she can link in with.</p>	<p>LB to add IT to the email distribution list</p> <p>LB to share Tanuja's details with the PPG so they can send information on local projects they are involved in that Tanuja can access.</p> <p>PPG members to email Tanuja with their suggestions.</p>

<p>Tanuja is keen to come into the practice and offer drop ins-discussed how this could work, perhaps at Flu launch morning, or Dementia Day handing out flyers about the service.</p> <p>-LB also keen for drops and also that we advertise the drop ins.</p> <p>Health Champions GN mentioned this might be a good place to advertise the service</p>	<p>LB to confirm who the practices digital enabler. LB to then ask EGW to organise Tanuja to come into the practice for a drop in with the digital enabler.</p> <p>LB to pass on Melanie's email address to GN so he can share information with her</p>
<p>COVID Vaccine update GN asked for an update. A few members have received an invite today to have their vaccine. LB advised that the local invites have not gone out as yet as the local GP centralised COVID clinics haven't been confirmed as happening as yet, financial incentive to do them this way has reduced significantly so they need to work out if it is financially viable.</p>	
<p>Outcomes from 2023-2024 targets LB went through a presentation</p> <p>LB explained what AccuRx was-the text system, sends photos, emails, documents, triage system via 'contact us online' on our website.</p> <p>WP commented on how the online triage system actually works well.</p>	<p>LB to share the presentation with the minutes.</p>
<p>Staffing updates Quite a lot of sickness on reception, but those off longer term have now come back.</p> <p>New Receptionist called Kimberley has started at the beginning of April.</p> <p>Olivia has moved to become a HCA now.</p> <p>Currently advertising for another salaried GP as Dr Moss is reducing her sessions to 4 sessions a week and we have combined that with the sessions Dr Sidiqi was doing.</p> <p>Discussed reasons why GP's are reducing or struggling with doing more than a couple of days and also why so many want to do a portfolio of different roles.</p> <p>We are hoping to get a 6 session GP which will support with improvement of continuity</p>	
<p>Feedback WPr received a letter about a triage appt from the hospital, this is not an actual appointment and she should not have been sent/given the letter.</p> <p>WPr also noted that locums might not know about resources at Lambton Road (derm clinic) for example.</p> <p>Continuity The online appointments currently don't identify the GP you are booking with, hopefully from June this function will become available which will help with continuity.</p> <p>Blood tests Blood tests were rejected as two requests were included with requests. Very frustrating. LB was unable to explain why pathology wouldn't process this.</p> <p>SP raised a query about communication with him, secondary care and the practice. SP only found out about a diagnosis from a letter the practice had</p>	<p>LB to remind GP's & secretaries NOT to send these letters to patients</p> <p>LB to make sure we add the details of the PCN clinics to the Locum induction.</p> <p>LB to check this is followed up.</p>

uploaded to the system which he then saw on the NHS app. LB looked into with SP at the end of the meeting.	
Dementia Day Is being held on Wednesday 15 th May. WP asked if anyone would be available to help if needed. WPr can help in the morning, AM can help and TC can help.	WPr will liaise with the members
PPG Policy WP thanked those have responded to his email request. WP asked those who hadn't responded to take a look.	WP to print one for AM and resend it to MM.
AOB History of the PPG document	WP to send round the document for comment.
Date of Next meeting: Monday 3 rd June 2024.	