

# WALLINGTON FAMILY PRACTICE

## Notes of the Patient Participation Group Meeting Held on Thursday 10<sup>th</sup> February 2022

This meeting was held via Teams

### Present:

Noor Sumun (NS) - chair  
Gareth Gregory (GG)  
Adrian Mann (AM)  
Robert Mann (RM)  
Jas Weir (JW)  
Sarah Kavanagh, Practice Manager (SK)

### Apologies:

Jane Davies (JD)  
Christine O'Donohue (CD)  
Andrew McDonald, Healthwatch Sutton (AMc)

1. Welcome and introductions
2. Minutes of the last meeting on 4/11/21 were approved. SK was asked to add the response from the website provider to item 7f.
3. Actions from the minutes of the last meeting were reviewed
4. PRG meeting dates and minutes were circulated for information.
5. NS presented an update from the PRG meetings held in November and January. This included;
  - a) Flu vaccinations
  - b) Covid boosters
  - c) New WhatsApp group for the PRG
  - d) Election of new chair Michael Pitcher, and 2 Vice Chairs
  - e) Inaccessibility to digital functionality for some practice patients (digitalisation support from Age UK Sutton and Sutton carers)
6. Patient survey action plan follow up. SK raised this with the group asking for feedback on the implementation of items detailed in the report and previously approved by the group. Responses were received as follows:
  - a) Direct contact options very useful
  - b) Upgraded dashboard functionality well received
  - c) Response to clinical questions by GP directly with allocated time much improved
7. Any other business
  - a) Video consultations – SK confirmed that access to these is available using the same AccuRx functionality we use for texting.
  - b) Extended access hub appts – SK confirmed these are at two sites in Sutton. Robin Hood Lane Health Centre, Sutton and Wrythe Green Surgery, Carshalton. They are available 6.3-8.00 Mon-Fri and 8am-8pm Sat/Sun. They are bookable via

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reception or when the practice is closed via the telephone number advertised on the website and on the phone system. AM queried text messaging about another phone number offering appointments and SK confirmed this was additional hub capacity over BHs and weekends in Dec and Jan only and has now concluded.

- c) Prescribing information – this is available on the website and is also in leaflet form shared with local pharmacies. Some amendments to the leaflet have taken place.
  - d) Results and investigations – details of these are available using the patient access app. SK explained that appointments, medication, allergies, results and investigations are all available online via the app. The only things we do not offer are documents and consultations and this is due to high risk of third party information or harmful information which should be checked by a GP before it is shared with the patient. If patients require these they need to make a written application for access to medical records so that they can be checked by the GP first. Patients are encouraged to ask hospitals and other providers for copies of correspondence when this is offered to save asking for it later from the GP.
  - e) Recalls for patients – SK confirmed that since late summer we have reinstated the recalls for patients with long term or chronic conditions such as diabetes, asthma, CHD and COPD. Patients are free to book these or we will send them a text/letter according to their month of birth. We have almost caught up with the whole year for diabetic patients and from next year will include all chronic conditions in the recalls month by month. If patients have blood tests for their medication this should form part of a min annual medication review and will be actioned by their prescriber or one of our practice pharmacists.
8. Date of next meeting – 26.5.22 at 5pm. Apologies noted from AM.