

# WALLINGTON FAMILY PRACTICE

## Notes of the Patient Participation Group Meeting Held on Thursday 8<sup>th</sup> September 2022

This meeting was held via Teams

### Present:

Noor Sumun (NS) – chair  
Jane Davies (JD)  
Gareth Gregory (GG)  
Adrian Mann (AM)  
Robert Mann (RM)  
Christine O’Donohue (CO)  
Ashish Pawargi (AP)  
Veronica Renwick (VR)  
Jas Weir (JW)  
Sarah Kavanagh, Practice Manager (SK)

### Apologies:

Nil

1. Welcome - NS
2. Minutes of the last meeting on 26.5.22 were approved, nil actions.
3. PRG meeting 18.5.22 and 19.7.22 - NS
  - a) Colin Wilson is still at Healthwatch but not representing PRGs. Pete Flavell is filling in while they are currently recruiting to this post.
  - b) Local Pharmaceutical Committee visitor. Patients no longer receiving paper copies of prescriptions, patients can ask their local pharmacy for paper copy of usual items. Also when a consultation changes or adds a new script they should normally liaise directly with the GP about ongoing prescribing needs.
  - c) Planning to have talks from other roles in general practice, i.e. Physio.
  - d) Digital exclusivity pilot – due to take place in Wallington. SK confirmed she is currently waiting on an update from PCNs around this. They are planning to offer a volunteer co-ordinator for this project. A number of patient volunteers have been identified across Sutton. This also ties in nicely with the action plan from the practice national patient survey.
  - e) PRG was due to move to F2F but has continued online for the time being due to recent Covid rises.
4. Patient leaflet (AM) – this is a contractual requirement and SK confirmed it is available on the website and at reception.
5. On the day appt booking and future appt booking (AM) – SK confirmed that there are currently no plans to revert to a future appt booking system. Each GP has a couple of f/u slots daily that they can use in particular for patients they know may find it more difficult to go online or call and book at the required time. Generally the new system is working well. RM reported a recent positive experience with appointments on the day for himself and his wife.
6. DNAs – SK confirmed that DNAs were still being experienced although it was hoped these would be far less with the new system. A practice DNA policy is currently being written.

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7. Appointment hours – SK confirmed that the times of appointments available for each clinician remain as previously and are generally 9am-12 and 3-5.30pm. Patients are often seen earlier or later in the day by other staff including nurses and by the duty doctor depending on demand.
8. The clinical rota is available on the appointments page for patients to see which may help them decide which days they want to try and get to see particular GPs and others.
9. Access to medical records by community and hospital (JD). SK confirmed that community services are now also using EMIS which is the same clinical system as general practice so they can see (but not write back) to the GP records if they need to in the same way the practice can see theirs. The hospital works via a different system and whilst they can see the summary care record if this is activated by the patient they cannot see full information/records and vice versa.
10. Healthcare monitor at reception. Several members raised lack of space for this causing issues with the queue for reception. SK confirmed that this equipment is supported by the reception team who need to be close by to signpost patients, check them in, help patients to use it, take readings for upload to the medical record or ensure that high readings are suitably directed accordingly. It also has to be very close to both power and IT links into the system and these are not always available elsewhere in the atrium area which has very little wall space. There are also no spare clinical rooms to put this in, therefore, movement of it elsewhere could prove difficult. It was raised that there is a large table next to the monitor and SK agreed to look into whether this could be removed or replaced with a smaller one. SK also confirmed that 30 min appointments are given as it can sometimes take time to get patients set up and using it correctly and also some patients need to take more than one reading with a suitable break in between each one. The appointments for this monitor are currently not all used each day so there is plenty of capacity.
11. Patient call system (RM) – SK will ask reception to check volume and increase/decrease as needed.
12. Check in screen (VR). It was felt that this requires a suitable sign on how to use and to encourage more users. It was also queried whether there is currently any hand sanitiser available at the screen. SK will discuss with the Reception Supervisor and check both requests and implement where necessary.
13. Texts to patients. A query was raised about texts to patients and how they know these are legitimately from the practice. SK confirmed that there are various different types of texts sent from different systems. NHSE sometimes send texts to patients using information from the NHS spine about national programmes such as vaccinations. The practice sends
  - a) block texts to multiple patients using a system called iPlato. This system allows us to add the practice signatory where sufficient characters remain.
  - b) individual texts to patients, sometimes using standard templates, and via a system known as AccuRx and which are saved to the patient record. These also always have a practice signatory provided.
  - c) Automated texts triggered by the GP when receiving and viewing a test result which may ask patients to call to make an appointment, these do not standardly have a practice signatory provided. SK will check with the provider of this service whether the message can be amended to include the practice name.
14. Requests for repeat prescriptions (AM) – SK confirmed there are 4 ways in which to make a repeat prescription request; i) online using the app, ii) online via the website, iii) directly with the pharmacy, iv) in writing to the practice.
15. Online services using the app – SK confirmed that there have been reports that the myGP app isn't working very well with our new appointment system and not showing online appointments. This might be because it doesn't refresh as readily as other apps and means online appointments are not always visible when they are released. The practice is not

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responsible for the apps available and its entirely patient choice, however, we are now saying that following patient feedback we would suggest patients use Patient Access as this seems to be very user friendly and shows available online appointments at the correct intervals.

16. Online services via the website – SK confirmed that the practice has moved to use AccuRx for a number of items around patient triage/online consultations as this has been commissioned by NHSE/SWL and it allow direct integration in the clinical system. We already use AccuRx for other communication with patients. This includes access to raise; admin queries (incl repeat prescription requests, FIT note requests) and medical queries and to get online advice.
17. Vaccination update – SK confirmed that
  - a) Flu for ambulatory patients will be available at the practice this year given in 3 Saturday morning clinics starting 15.10.22. Eligible patients will be notified when to book. Housebound and care home patients will be vaccinated by the Sutton PCN team. Childrens nasal flu will also be provided by the practice and patients will be notified when clinics are available.
  - b) Covid autumn boosters for ambulatory patients will be given at the St Nicholas Centre Sutton, the Wilson Mitcham or via some local pharmacies. Patients will be centrally notified when they can make their appointments via the central booking system. Covid vaccinations will not be given by the practice.
  - c) Polio boosters for 1-4 yr old children are being offered and parents notified when to book. Boosters for 5-9 yr old children are being offered via mass vacc sites and some pharmacies and parents will be sent a link to book.
18. Annual patient survey report – SK shared the link to take a look at this <https://www.gp-patient.co.uk/>. The practice is in the process of creating an action plan with input from all its teams both clinical and non-clinical and this will be shared with the PPG and other patients via the website when completed.
19. Patient survey following changes to the appointment system – SK shared a draft of a proposed survey. Members are invited to offer changes to this if they wish before it goes live in the next week or two.
20. Date of next meeting – **Thursday 5<sup>th</sup> January 2023 at 5-6pm**. Please note that currently we plan for this meeting to be held face to face in the 2<sup>nd</sup> floor meeting room at Jubilee Health Centre. Please go to the 2<sup>nd</sup> floor waiting area where you will be collected from.