

HANSCOMBE HOUSE SURGERY – PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON 23RD JUNE 2021

1. List Size as at 14th June 2021

Currently 12053, an increase of 63 patients since our last PPG meeting. We currently have 59 patients to be registered, pending receipt of satisfactory identification documents. List size information for the last twelve months is attached.

2. Covid Vaccinations as at 14th June 2021

Data provided by our Care Coordinator, Elaine Alles:

- Covid 1st dose: 7406
- Covid 2nd dose: 5078
- Covid both doses: 7420
- Covid declined: 89

- Carer Covid 1st dose: 339
- Carer Covid 2nd dose: 339
- Carer Covid declined: 3

The Practice currently inviting patients over 18 years.

3. Changes to arrangements for Ordering Medication

As discussed at our January, March and May PPG meetings, due to delays within the Practice, this will now be effective from 1st July 2021. For new members, the Practice will be streamlining the way in which patients can request repeat medication. Currently patients can request medication by post (by sending or hand delivery), via a pharmacy of their choice, via the NHS App, Systm Online, by email and via our surgery dashboard.

From 1st July 2021 the facility to order by email and via our surgery dashboard will be removed for patients (not pharmacies). A response will be sent to all requests received this way promoting our new arrangements. Any queries should be directed to our Prescription Team.

4. Surgery Opening Hours

As reported at our May PPG meeting, the Partners have been discussing the closure of the surgery at lunchtimes. Currently no decision has been made whether closure will be on some weekdays or all weekdays but information will be shared with PPG members as soon as a decision has been made. The closure is necessary to allow time for processing of paperwork and to allow dedicated time for staff meetings and training.

5. accuRX

We have started to use accuRX, a communication tool that integrates with SystemOne allowing the use of sending digital documents, text and photo responses, video consultations, medical surveys and medical questionnaires, text messaging.

All data is encrypted when stored and when being sent. This makes sure the only people who can access it is the patient, your health professional and anyone the patient authorises, providing written consent is recorded on the medical record.

For further information <https://www accurx.com/who-we-support/general-practice>

This is not instead of our eConsult service, it is to complement it. We would ask patients who have a smartphone not to send us photographs by email, but to request from our receptionist a link via accuRX so that all photos received can be saved directly in the correct patient record.

6. Surgery Email

We have experienced some problems of late with some patients using an incorrect email address. The Practice has two surgery email accounts.

Our main surgery email is surgery.hanscombehouse@nhs.net and is staffed Mondays to Fridays up to 3pm with an auto-email response being sent to patients. Our other email address is not intended for patient use. It is used once daily by the Practice (before the practice opens) to import hospital/NHS correspondence and for delivery reports of text messages sent to patients. As this email address is not intended for patient use it is not managed in the same way as our main surgery email and delays will occur if a patient sends an email to this address. I hope this answers any patients queries as to why our receptionists may have been unable to trace a patient email and the reason why patients may have been asked to resend their email to the main surgery email account.

The Practice would like to remind patients that we are unable to book appointments via our main surgery email or dashboard online service. Patients are required to call the surgery when our receptionist will be happy to assist.

7. Data Opt Out

The following article has been extracted from a Local Medical Committee Update sent to our Partners dated 8th May 2021 and was shared with the PPG by email on 9th June 2021.

“Roll-out of patient data sharing programme (GDPR) delayed

Following lobbying by the BMA and other organisations, it has been announced today that the introduction of NHS Digital’s new data extraction programme will be delayed by two months to give more time for patients, the public and practices to be aware of and understand it and for patients to be better able to choose to opt-out if they wish.

In a press release that called for the delay, BMA GP committee executive team member and IT lead Dr Farah Jameel said, “Everyone deserves to know what happens to their healthcare data, and throughout our discussions with NHS Digital about this programme, we have stressed the importance of clear communication with the public. People need to fully

understand what this programme means and crucially, how to opt-out of their data being shared, if this is what they want to do. However, recent weeks have shown that communication from NHS Digital to the public has been completely inadequate, causing confusion for patients and GPs alike. Family doctors have a duty to their patients, and have their best interest at heart – so are understandably hesitant to comply with something that patients may know nothing about and that they themselves do not fully understand, even if this is a legal requirement.

With less than four weeks until the programme gets fully underway it's clear that the timeline needs a hard reset. NHS Digital and the Government must postpone the date of the first 'extraction' of data – scheduled for 1st July – until such time as the public are in full possession of the facts and are able to make a fully informed decision about what happens to their data. Unclear messaging and a complete failure to develop a wide ranging and far-reaching public engagement plan to communicate with the population, has resulted in a completely unrealistic expectation that GPs are left to communicate these complex changes. Rushing through such fundamental changes to confidential healthcare data, losing the confidence of the public and the profession, will severely undermine the programme and threaten any potential benefits it can bring to healthcare planning and research.

Drawing insights from health-related data is vital for health service planning, and is a crucial way to monitor public health, organise local services and look at population-level health needs. Whilst the BMA has been engaged during the development of this programme, our emphasis has always been on advocating on behalf of the profession and patients."

Beds & Herts LMC is involved in discussions with the CCGs and local Data Protection Officers to make sure all practices have the information and resources they need. We will keep you informed of further developments via this bulletin."

8. Mask Exemptions for airline passengers in relation to COVID-19

The following article has been extracted from a Local Medical Committee Update sent to our Partners dated 8th May 2021 and was shared with the PPG by email on 9th June 2021. Although there are currently government restrictions in place for travel, the Practice felt it important to share this information as this will be our response to patients who request written evidence.

"Reports have been received of airlines asking for medical evidence to support mask exemptions for passengers. Government guidance clearly states that there is no requirement to have written evidence for an exemption for face covering rules and that people do not need to ask for proof from a doctor. BMA has stated in response to such queries that this is exactly the kind of activity that hardworking staff should not be distracted by while doing their utmost to care for ill patients, and practices are not obliged to undertake it."

9. Information circulated to PPG Members since our May meeting

As there is so much happening and information to share, the Practice is keeping a list of information shared with the PPG, copy attached. This list can be reviewed at each meeting with separate agenda items being made as agreed by the PPG Chair and/or Practice representative with any information being shared with other PPG Chairs by Veronica as she feels appropriate.

LIST OF INFORMATION SHARED WITH PPG MEMBERS (as at 14th June 2021)

Date sent	Sent to	Details	Other Information	Progress
11.06.2021 @ 13:59	Veronica for forwarding to Members & sharing on Facebook group	Phlebotomy Update from ENHCCG, from Friday 11 th June	11/06: Silicon asked to display on website	
11.06.2021 @ 13:54	Veronica for forwarding to Members & sharing on Facebook group	How to use NHS App as a COVID vaccine passport for travel	11/06: Silicon asked to display on website	
09.06.2021 @ 09:17	All Members	LMC extracts from LMC Update dated 8 th June – GDPR delayed plus an article re “Mask exemptions for airline passengers in relation to COVID-19”	VF to add to PPG agenda for discussion	
08.06.2021 @ 15:44	Veronica & Kristina (forwarded to Alison)	Link from website to PPG registration form available via dashboard		
08.06.2021 @ 15:42	All Members	PPG information currently on website including text from VF to be added.		
08.06.2021 @ 10:05	Veronica for forwarding to Members & sharing on Facebook group	LMC extracts from LMC Update dated 1 st June – Data Opt Out form attached plus an article “Unsustainable, unsafe and unfair: General Practice in crisis”		
08.06.2021 @ 09:33	Veronica for forwarding to Members	PPG Awareness Week – letter of thanks from Dr Prag Moodley for role in helping to improve patient experience at GP practices		

Sally Freeman
 HR Manager
 14th June 2021