# Harvey Group Practice Patient Participation Group

## Meeting Minutes

Thursday 30th May

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| Present: | Dr Miles Oo – Chair, Rochelle Larter – Vice Chair, Sophie Tunney – Secretary |
| Next meeting: | TBC |

1. Presentations

Total Triage Update – Rochelle Larter

Pharmacy Services – Louisa Kasprowicz

NHS Service – Dr Miles Oo

1. Discussion

Total Triage – We feel an improvement in our service offering, there have been some definite bumps along the road. There is some confusion about access to care for digitally excluded patients. eConsult as an online platform is too difficult to navigate, therefore Harvey Group Practice have made the decision to move to an alternative provider, Accurx, as of Tuesday 11th June.

Pharmacy Service – Our clinical pharmacy team offer a wide range of services to patients including medication reviews, specialist clinics such as menopause, hypertension and frailty, drug safety monitoring and liaising with community pharmacists regarding stock and their services. Since the beginning of the year, community pharmacists have been able to see patients in the community for 7 common issues, to reduce the need for GP appointments for more simple health complaints.

NHS App – There is a push from NHS England to move to promoting only the NHS App. While other apps (Patient Access) are still usable, the NHS App is being constantly developed and now includes information and access to your hospital records as well as your GP health record.

1. Suggestions

These changes have been suggested by the PPG to the practice. They will be considered and discussed.

* Publicise the practice manager email address on the website so that patients can easily contact the practice for feedback.
* Create a procedure for patients to be able to book long term care appointments, e.g. routine b12 injections every 12 weeks, in advance (more than 6 weeks ahead)
* Identify and flag patients who are digitally excluded so that reception team give these patients the additional help they need.
* Have new Accurx triage platform open 24/7 to allow those who cannot submit a request in core practice hours to access care.
* Improvement to meeting minutes.
* Consider setting future meetings at other times of the day to attract a different demographic of patients.

1. ACTIONS

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| Number | Action | Reason | By who? | When? |
| 100 | Communicate to patients ahead of change. Texts, letters calls to patients? | Ensure clear update of change to patients. Reassure those patients who may be digitally excluded that they can still access us as before. | Practice | Before 11th June |
| 101 | Add agenda to meeting invites | Allow participants to be prepared for topics of meeting | ST | Before next meeting |
| 102 | Share the PPG email address to members | So that PPG members can have an avenue to contact the surgery regarding group issues, suggestions and questions. | ST | Before next meeting |
| 103 | Nominate Patient representatives: Chair, Vice Chair and Secretary | PPG should be patient led | PPG members | At next meeting |

1. Date of next meeting

Meeting adjourned before date set. Next meeting scheduled for 3 months’ time. Sometime in early September, exact date, time and location TBC.