**Patient Participation Group (PPG)**

**NHS App Promotion** 19th-23rd February 2024

**Summary**

*In relation to the patient population a small number were included in this promotion, only those attending the surgery that week.*

A large majority of the patients, old and young already had the NHS App (or another App) on their phones (probably a remnant of Covid). Our original plan was to offer help sessions and to write simple instructions. This is unnecessary, but we do need to encourage more use of the App and widen our audience, while emphasising the App does not totally replace face to face contact.

Using the App to book appointments would be a huge incentive to use the App. It is understood that this is work in progress and it is important that it works smoothly before being implemented, (and it wouldn’t necessarily make more appointments available).

In terms of promoting the PPG, there was a positive response to our presence in the surgery but only a few people seemed interested in taking an active part in the PPG. (Understandable given that they were ill). Patients appreciated the chance for their voices to be heard, it may be worth repeating our presence in the surgery.

The feedback regarding the surgery and all the staff was very positive, some people raised constructive issues and a small minority made complaints.

**Issues Raised**

**Apps**

* There are too many Apps and options so patients are confused as to what they should use and how they relate to one another.

NHS App, MyGP, Mychart, Patient Access , Evergreen, Swiftqueue.................

* Apps are not intuitive to use, time consuming and have limited usefulness.
* NHS Digital has produced leaflets and posters to support the rollout of the NHS App but it assumes every surgery offers every option.
* There is a need for a fast track facility to ask simple questions.

**Booking Appointments**

* Long waiting times for phone calls.
* Long queues at reception, starts at 07:30
* Availability of appointments

**Test Results**

* Test results are not always available in a timely manner
* Clarification of follow up procedure needed, *e.g. blood test normal but still has symptoms*

**Prescriptions**

* Patients need to be more aware of options for ordering repeat prescriptions.
* A few mix ups were caused when prescriptions changed or a medicine was added
* Some patients left ordering prescriptions too late

**Additional Notes**

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| **Smiling And Sad Face | Free download on ClipArtMag** | Reluctance to use technology for fear of data security or scams  It is not a surgery problem but generally NHS computer systems are not fit for purpose too complicated and compartmentalised*. E.g. should not have to scan a computer produced document into another computer.*  Econsult wanted to send lady to hospital as it misdiagnosed the symptoms she had entered  Econsult too complicated and time consuming, too many questions  Changed surgeries and the app stopped working  Need to book appointments ahead in order to book a day off work  Can’t spend an hour on the phone with young children  Would like to access children’s details using the App |
| Free Animated Smiley Faces, Download Free Animated Smiley Faces png ... | Reception staff and nurses friendly and very good  Staff are very good at assessing urgency of a case and assigning the correct appointment  Phone back system very good  Paramedic Brilliant  Good service to offer GP Alliance service as alternative  Excellent service to have Physiotherapist at surgery  Referral to hospital quick and good |

**Points for Discussion**

We must clarify the different Apps and which one to use. Can we do this to a wider audience? The NHS documentation says *‘The use of digital channels should be the choice of the individual patient’*. It does not state which App. It does say the target is for 75% of the adult population to use the NHS App and NHS website by March 2024.

The ability to book appointments using an App came up very often, but it was seen as a way to avoid long waits on the phone or the need to visit the surgery. Will it really resolve problems in making appointments? Are there not other issues?

The Apps were viewed as confusing, too many irrelevant questions, not intuitive to use. Can we put together a logical analysis to feedback to -------?

The surgery website is under used and does not reflect all services offered..

At the next PPG meeting can we ask people who are willing to volunteer to take an active part to give us their email addresses so that we build a pool of volunteers we can contact easily.