

## Villa Street Medical Centre

### Patient Participation Group (PPG) Drop-in Session Notes

10<sup>th</sup> October 2024 2.30pm – 5.30pm & 15<sup>th</sup> October 2024 9am – 12.30pm

We held two PPG drop-in sessions at the same time as our flu clinics where we provided updates on the practice and asked for patient input and suggestions.

#### Practice updates and information shared:

- Friends and Family Test (F&FT) data October 2023 – September 2024
- A week in the life of Villa Street – data snapshot for one week in Sept 2024
- A summary of improvements, investments, upgrades and achievements for October 2023 – September 2024
- Headline data from National GP Patient Survey published in January 2024

#### We asked patients what they would like us to focus on over the coming year:

##### Share our successes with patients:

- Share the F&FT data in the waiting rooms and add to our website. Ensure easy to read by using big type and colours. **Available in waiting room. Still to add to website.**

##### Focus on reducing lost appointment time for Did Not Attends (DNAs)

- Share DNA rates in the waiting room and on our website and update on a monthly basis to show how much appointment time has been lost. **Complete.**
- Ask patients why they were unable to attend and consider if there are any trends such as weather, length of time from booking to appointment, age groups etc that could be focussed on to reduce DNA rates. **In progress.**
- Noted that appointment reminders are sent by text to patients that include a cancellation link that many patients use.

##### Carers

- Sharing information about local carer support in the practice.
- Considering ways to increase our knowledge of who is a carer (even if not registered) so we can provide them with better support. **In progress.**

##### Digital (including feedback collated by NHS App reps)

- Telephone system – promote the call back option on our website more. **Complete.**
- NHS App is useful but sometimes it can cause anxiety when checking test results and see 'abnormal' or 'out of range'. Noted that clinicians would always call a patient if the issue is urgent. Often abnormal results are only slightly out of range so to look for the comments such as 'routine follow up' as this should reassure.

- NHS App test results don't always have information available eg 'no comment'. VSMC will review with team as we use standard messages when filing results so need to know if this is a VSMC issue or a glitch with the App. **In progress.**
- More pop up sessions with NHS App representatives as they are very informative, and helped me to understand how to use the App better.
- Could NHS App link to My Chart App? NHS App representatives will feedback to development team.
- Information about NHS App to be available in other languages and option for this on the App – Spanish, Portuguese, Arabic, Bangla. NHS App representatives to share info with practices and feedback to the App development team. **Awaiting update.**
- NHS App message feature is turned off for patients at VSMC – agreed that instead the practice currently offers access by email and has recently introduced Accurx triage rather than NHS App message option.
- NHS App proxy access limited at VSMC – could this be made more available to parents and carers? VSMC understands the convenience of proxy access and will carefully consider this option to ensure policies in place for safeguarding and confidentiality and time taken to train staff. **In progress.**
- It can be confusing knowing what type of appointments can be booked for specific issues when booking online. VSMC will explore ways of providing clearer information – suggestions of providing a list of appointment types and for texts to include more self-book options or clear instructions - examples given: GP F2F Appt 1, 2, 3 & 4 what do the numbers mean? And blood tests - who to book with? **Complete – specific info added to intro message.**

### **Personalised Care**

- Thank you to Dr Hanson for following up with a patient recently diagnosed with cancer.
- Thank you to Aytac for being so kind – *I've known him from when he worked in the pharmacy!*

### **Suggestions for future agenda items:**

- Invite Southwark Carers
- Invite NHS App representatives again
- Invite local children/parenting services such as 1<sup>st</sup> place – **in progress.**
- Information on alternative services and local community options available
- Information on new drugs to be made available
- Review data of range of work done within practice – **in progress.**
- Share and review data for DNA rates and work done to improve – **in progress.**
- Share information about health awareness such as importance of vaccinations and sexual health – **in progress.**