



St Thomas Medical Group

St Thomas

Exwick

Exeter University Student Health Centre

Patient Participation Group (PPG) Minutes of Meeting 19th June 2023

Practice staff in attendance:

Dr Emma Green – GP Partner

Nina Smith – Operations Manager and PPG Coordinator

Shilpa Parnandi – IT Lead

Denise Knowles – Carer Coordinator

Attended by 6 patients

Introduction by Nina Smith

Presentation by Nina Smith

- Overview of recent clinical system migration
 - Explanation of SystemOne and its sharing capabilities.
 - Benefits to patients include a quicker registration process for new patients, records are available to us immediately if the previous GP used SystemOne meaning we are not waiting for past medical history/medication to be sent to us. The appointment book has a bookmark feature allowing reception staff to find and filter appointments quicker.
 - Improved efficiency. The system experiences fewer crashes and the processing of incoming electronic documentation is much more efficient and made available to our clinicians quicker.
 - Amount of data transferred.
- NHS App
 - The NHS App has replaced Patient Access.
 - Statistics on number of patients accessing the NHS App in May.
 - We are aware of some issues
 - Some patients still experiencing problems accessing records via the App.
Please contact us if you need support.
 - Discussion about MiCare – this does not integrate with the NHS App.
- New appointment booking process
 - Snapshot of a week in June.
 - Number of urgent appointments requested and how many resulted in a same day appointment.

- Shared some of the feedback received via Friends & Family post-appointment questionnaire
 - Positive feedback about efficiency of new booking process
 - Negative feedback about call-wait times
 - We are looking at ways this can be improved
- Upcoming health awareness weeks
 - Discussion around health awareness weeks.
 - Is there a benefit to these?
 - Yes
 - Are there any ideas around how we could raise awareness?
 - Display in main reception
 - Add information to prescription slip/online access
 - BP Awareness
 - The practice could offer blood pressure checks with covid/flu vaccination clinics
 - Awareness stall at Methodist church
- Thoughts on PPG – next steps
 - Patient-led meetings
 - Calendar of meetings
 - Members present felt that having the meeting dates set for the next year would be beneficial. Agreed on quarterly meetings.

Presentation by Denise Knowles

- History of the League of Friends
- The role of the volunteer
- Current groups
- Plans for a memory café – suggestions on names welcomed

Any other business

Discussion around blood pressure machines. A member of the PPG had been advised we were no longer loaning these out. We are still offering these out to patients; however, we find that despite taking a deposit, these are not always being returned. We spoke about how we could review the fee charged for loan of the blood pressure machines.

Discussion about future meetings and the frequency of these. It was felt that 6-monthly would be too infrequent, the members present were happy to continue with quarterly meetings. STMG would welcome suggestions for topics of discussion as we are aware our priorities might differ to those of our patients.

We have also received an offer of help from a member to support patients with setting up of the NHS App.

Actions for next meeting

Encourage patients to approach the surgery with concerns and suggestions– **ALL**

On-going promotion of 'Awareness Weeks' – **STMG**

Review deposit for Blood Pressure Machines – **STMG**

Calendar of meetings - **STMG**

Drop-in session for NHS App support – **STMG/IT Lead**

Proposed meetings for 2023/2024

Monday 16th October 2023

Monday 15th January 2024

Monday 15th April 2024

Monday 15th July 2024