

## **PPG Notes**

Date: 23/07/2025

Kyla: Introduction of the PPG group.

Acknowledged new members – joined via the patient survey.

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### **1. Feedback from the last meeting:**

- PPG board – Simran met with Patient N to talk about the different boards.
- We would like to put a board up with positive information, as well as different information.
- Patient P – chairs in front of the boards is quite limited. Patients can't read it clearly. There's an interface that doesn't work.
- **Get the boards up.**
- How do we get people onto the NHS app?
  - We would like people to use the NHS app as opposed to patient knows best for results, as it's unfiltered raw data.
  - Patients can still call in to speak with a GP regarding abnormal results.
  - Prescriptions are a good example for NHS app use. It's the safest way to request and issue medications.
  - Would be good to get posters up on the NHS app – we are running easy to use courses.

### **2. HFP Common Questions Videos:**

- We are putting up short explanation videos to give patients.
- Kyla told the different videos that we are starting up.
- The videos will be on the website.
- Is there a video on downloading the NHS app? It would be helpful to have videos on how to download the NHS app, how to use it.
- We could look into different languages for accessibility.

### **3. Patient Survey**

- Call me back system is very patient centred – Patient P. It becomes more of a partnership.
  - Echo'd good use of television – have messages passing through about different ways to get in touch with us. We could have on the television the different GPs and their specialities.
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1. We are trying to do more preventative checks. For instance, we have a gadget in place that can detect AF.

2. The issue that we have is having to fit all of that into a ten minute appointment.
3. There's a lot contracts in place. Once you hit 40, you get a NHS health check. They get invited 5 yearly.
4. We have targets that we have to get blood pressures of certain number of people in the past 5 years.
5. How do we invite patients? We send out a message, if you know what your BP reading is – please send it in to us. If they can't do that, we call them.
6. Patient had to do the readings at home for a week and then did not get any sort of feedback that everything is normal.
7. No news is good news is not always the preferred method.

Are you aware of any good services in the local borough that you're aware of that we should re-direct patients to?

- You can email them into us. Our social prescriber, her job is connect people to those services within the community.
- Our social prescriber is Patricia. This is another thing we can have on our videos – it's a new concept within the last 5 years in the NHS.
- This would also include carers for social situations/dementia situations –
- How can we access care?