

## **PPG Meeting 2 May 2025**

**Pre-PPG meeting re System Online.** Update from Georgia Kittow, Digital Inclusion Co-ordinator for Partners Health, and Matt Mumford.

Present: Jack, Patricia, Linda, Karen. Apologies from Robert

Patients registering for the NHS App

Registration process: how it works. See Slides emailed by Georgia and Matt.

3 one-hour sessions are being hosted at each of 11 Practices- bookable. Jack sought reassurance about this process, having had a less than ideal experience of the last one.

App includes:

- health records: historical data. Patients have to ask at reception. Not at Castle for Pre-Nov 2023 (but patients can request individually)
- Nominate preferred pharmacy
- Contact GP about health problem/admin query- useful for less urgent issues to save telephone time
- Linked profiles with another person (proxy access)
- Get medical help via 111 online
- Other key features of the NHS App hour

What has been achieved so far:

- 7 drop-in sessions have been hosted at local GP practices.
- 120+ patients have been helped to get online with the App

What about patients who are not IT users? This population can't be supported at present.

Castle event on 28 May: role for PPG members discussed.

Georgia and Matt were thanked for a helpful presentation.

## **PPG Meeting**

Patricia (Chair), Linda, Jack, Robert, Karen (Secretary).

Minutes of last meeting agreed.

### **Improving communication between PPG and Practice:**

We could join a Partners' meeting- Jeremy's idea. These are held monthly at 6.30pm on Wednesdays. We could join them for part of their meeting and then a GP could join PPG meetings once we have extra members.

Jack to feedback that the group would like to join a partners meeting or resume rota of partners attending a PPG meeting.

Good feedback from GPs about recent PPG activities. Things that have been done recently:

- Banner
- Inhaler display
- Social prescribing stuff
- Supporting Jack to get the surgery screens going
- Box at reception for PPG application form

### **Matters Arising**

Today is World Asthma Day. Could we put a banner or display on FB? What about a calendar of displays related to what's coming up? Another display board could be obtained from our PPG budget. We could Google health campaigns for info about national awareness days etc- there are linked resources. Next 3 displays could be blood pressure, mental health/suicide and men's health.

### **Practice update**

Friends and family evaluations gathered up to the end of the financial year. Just under 6000 'very goods' out of nearly 7000 responses.

COVID and flu campaign has just finished, Home visits completed. Next round of covid and flu vaccinations 27/9 and 9/10.

Staffing. New health care assistant Clare has started. She will be undertaking Phlebotomy, BP checks, wounds, ECGs etc. New nurse starting end of May.

2 current nurses stepping up to job-share clinical lead role. New GP Laura Cockburn in post from 1 August providing 6 sessions per week. 9 partners currently plus 5 salaried GPs and 2 locums.

## **CQC**

Musters had theirs last week. Linda will see Paul at the RAPID meeting. Karen to contact Paul Midgeley re feedback as Ruddington were kind enough to share their feedback with us. PPG will be invited to participate, with Patricia as new Chair and us for historical perspective.

## **NAPP: National Association of Patient Participation**

Jack is a member. Current cost is £80 per membership. Forward anything relevant to Jack for NAPP or FB inclusion.

Nothing of note on review of newsfeed.

## **Virtual PPG Update**

Now 20 members. On registering with the Practice there is an invitation to join virtual PPG. Possible future role of PPG member being link with virtual group.

No current requests from the VPPG.

## **Other**

Patricia officially welcomed as new Chair.

Jack to ask Nick Marlow to join future meeting.

## **Dates of next meetings:**

Wedge meeting: Tuesday 24 June 2pm venue tba

PPG meeting 1 July 5.30pm. Focus will be BP topic.