King Edward Road Surgery

Patient Participation Group (PPG) Meeting Summary
Date: 7th & 8th January 2025

Previous Minutes

- Minutes from the November 2024 meeting were agreed.
- Updates on actions were provided, and thanks were given to the PPG for supporting the Macmillan Coffee Morning.

Book Sale

- The ongoing book sale has raised funds towards the purchase of a **portable ultrasound device**.

Envisage Media

- **Envisage media software** has been installed in the waiting rooms.
- It displays national and practice campaigns, as well as other useful information for patients.

Welcome to New Member

- A new member was welcomed to the group, and introductions were made.

AccuRX Total Triage – Online Booking

- A presentation was given on the new **Total Triage and online access system**, due to start at the end of January 2025.
- Key points discussed:
    - Patients without internet access can still call the practice; reception staff will complete the form on their behalf.
    - Reception remains available to answer calls.
    - Nurse appointments will continue to be booked as usual.
    - Staff will be available at the front desk to help patients complete online forms.
    - Patients do not need to register for online services or use the NHS app.
    - Opening times for the online system will be shared and advertised.

- A patient information leaflet and FAQs were reviewed, with suggestions for clearer wording.
- Members were asked to share feedback and patient concerns with the practice team.

Any Other Business

- A member suggested creating a **leaflet for patients living alone** to help them prepare for operations or recovery.
- A suggestion was made for a **staff photo board**.
- End-of-life care was discussed, with reference to the **Respect form** on the Northamptonshire Care Record.
- It was confirmed that the practice does not currently use **AI**, but further guidance from the ICB is expected. An update will be provided at the March 2025 meeting.

Next Meeting

- **Date:** Tuesday 4th March 2025