

PPG Meeting minutes – 23 FEB 18

Attendees: Alison Watson
Robert Gurd
Ann Smith
Jean Rowe
Emma Hayter

Apologies: Jill Morris
Susan Gurney
Moir Black
David Jenkins
Roisin Holden

Sangeeta Kathuria (Manager and Chair of meeting) (SK)

Thank you for all the members who were able to attend the meeting this evening.

We firstly discussed some on-going points from the previous PPG meeting to see the status of works

- **Recorded Phone Calls** – SK discussed that this has been put on hold until the telephone system contract updates in 2019 as it's too expensive to upgrade to the recording calls system mid way. It involves installing some software which would be cheaper when we renew our telephone contract. SK will update everyone next year when this happens.
- **Skype consults** – the CCG and NHS England are supporting practices with this initiative with help in setting up the equipment as well as the relevant consent forms (which was the obstacle when we tried to implement this recently) and setting up the consults. SK explained that this will be piloted as discussed before but this will be offered with more appointment slots rather than just emergencies. SK has already asked reception staff to request the SKYPE addresses from patients and we have put the notices up on the TV, website and APP to try and build up the database before we start using the system
- **Email consults** – this is working very well for our patients. It is more convenient for patients who cannot come in to the surgery for issues that can be dealt with by email. Patients have been advised that the turnaround for the response by email is within the week and not to regard them as emergencies. EH has requested to have more telephone consults and SK will discuss this with the practice team. We currently have telephone consults in the morning only but will look into extending this to the afternoon maybe twice a week.

We then discussed the new events / issues at the surgery.

NEW WEBSITE

Ealing CCG are supporting practices in Ealing to redesign their websites to make them more streamlined and user friendly for the patients. There will be live bulletins, video links and the look will be more professional. The members requested to be involved in the design and SK assures everyone that she will be happy to share the process and design pages with the members for active input to ensure it remains patient friendly.

PATIENT SURVEY

SK discussed how it has been a couple of years since a patient survey has been done. She feels it's time to circulate one to get input from patients on how the surgery is doing and asking about comments on all the changes proposed etc. SK will start working on the survey and will be emailing this to the members for their input and suggestions.

FLU VACCINE CHANGES

SK discussed how this year there are changes in the strains of the flu vaccine and that the surgery, along with chemists and other surgeries across the UK will be offering two types of the flu vaccine. The quadravalent and the trivalent. Both vaccines target different risk groups and one has an extra strain than the other. This has been a decision from NHS England in view of the pressures of the flu this winter season and they hope that targeting different groups with different vaccines will be better for the next Flu season.

PHOTOS OF PATIENTS

SK discussed a new initiative that the surgery will be starting. We are going to put a small camera on the main reception desk and will be asking patients with their consent, to take their photo and add it to their profile on their clinical notes. This helps in patient identification and also for security reasons. This also is a good way of ensuring the right patient is being seen when inter referrals and inter consultations take place across primary care in other establishments. We aim to start doing this in April of this year.

PHOTOS AT CONSULTATION BY CLINICIAN

SK discussed how clinicians are going to use the option of taking a photo of a patient's ailment e.g. skin rashes, wound care etc. to store on the clinical system. This will help when making referrals to other services and also keep a close eye on changes of the ailment by means of keeping a record to view. The clinician will always ask for patient consent before doing this.

AOB

Jean mentioned that she will be attending the Town Hall meeting on Wed 28 Feb to discuss the future of Hammersmith / Charing Cross Hospital and its closing down? She will update us on the discussions.

Next meeting has been set as Friday 25 May at 18.00