

Patient Participation Group Meeting - Open Forum 10.06.20

Date

Thu 10 Jun All day

Confirmed attendees

Suzia Riasat

Other Attendees

12899 GP 19307 MM SR

Details/Agenda

1. E -Consultations
2. **National data opt-out**
3. Any Other Business

Minutes

We started meeting by discussing new "National Data Opt out" and how patients can Opt out of sharing your confidential patient information. SR advised patients on the Data Opt Out 1 Form available on our website and link to National Data Opt out. The group looked at website and PPG members shared their views on the setup of the News where to put the information. SR updated the information on the website while sharing the website screen with PPG members.

GP discussed the blood testing issue at Centres. Generally waiting time is for a month now. She also mentioned the phone lines being very busy at surgery now. SR agreed to look at phone lines again and see if there can be option of queuing that can be added to the current account.

The group discussed e-consultations. SR shared the numbers of consultations receiving everyday about 80 on average - all of them are dealt within a day if urgent or 2 days if non-urgent. Benefits for patients includes confidentiality, information security and privacy; time savings (work, travel and waiting). No more time off work for appointment or needing childcare for attending appointment. By knowing a patient's symptoms upfront, the GP practice can manage patients by clinical need. The practice is not able to care for that patient based on the appropriate resources available increasing practice efficiency.

There were questions around vulnerable patients, those who cannot use e-consultations and also patients that do not have computer.

SR explained these patients now get priority because phone lines are free for them to be used or for emergency services to call. Group also discussed patient feedback on google. We agreed we will send link to patients to join our PPG group meeting if they are unhappy but the issue is patients that leave feedback do not engage with the practice in having any meeting. We will still try.

Actions

PPG Group suggested changes to website for Data Opt out information and E-Consultations

Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
Update Data OPT Out Form link on website			10/06/2021	Suzia Riasat	10/06/2021
Update E-consultation information on website	Put a note regarding weekend and bank holiday processing so patients do not complete e-consultations when surgery is closed		10/06/2021	Suzia Riasat	10/06/2021
Phone lines	PPG member mentioned the phone lines being very busy at surgery now. SR agreed to look at phone lines again and see if there can be option of queuing that can be added to the current account.		23/06/2021	Suzia Riasat	13/06/2021