PPG Meeting Minutes 20.6.22

Present: NJ, CG, SG, CO, SS, MP

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1. eConsult – This online consultation platform is now available via the website between 1230-1330 Monday to Friday. It enables patients to submit requests for support/information to the surgery at a time when we otherwise only take emergency calls. MP asked if the program had been subjected to testing and NJ confirmed that it had and is part of the NHS Digital platform. It is a contractual requirement that GP Practices offer an online consultation process.
2. Telephone calls after 6pm – NJ informed the group that we are currently working with IC24 so that our telephone system will transfer to them at 6pm each day. Information will be available via the website when the details have been finalised.
3. Lifeline – NJ asked the group if they would like a presentation from Lifeline about their services – agreed no.
4. Prescriptions – JH had asked that the prescription process be discussed as she had had it reported to her that there were some delays. An audit was carried out last week that found that there were some discrepancies in how/when prescriptions were signed by the GP and that this, in addition to specific staff shortages in recent weeks, have contributed to the problem. We also discussed the benefits of concentrating prescription queries into the mornings promoting some “expertise” amongst the staff members that are dealing with prescription requests. There was some very positive feedback from members of the group about the online prescription ordering service.
5. Future of the PPG – NJ explained that she will shortly be attending a strategy meeting with other Primary Care Network surgeries in which communication streams, including the PPG, will be discussed. NJ asked the group if there were other ways of communicating with patients and/or recruiting new members to the PPG group. It was suggested that GP’s personally inviting patients to join might encourage engagement, and moving the meetings to the evenings so that patients who work have a greater chance of being able to attend. Also, it was suggested that a message on the repeat prescription slip might advertise the PPG effectively.

Date of next meeting: TBA