

Stenhouse Medical Centre

Patients Participation Group – Teams online

Minutes of the meeting held on Wednesday 21st April 2021 at 18.00hrs

1) Present

Peter Newton (**PN**) Chair, Janet Jackson (**JJ**), Su Barnes (**SB**), Stuart Foster (**SF**), Sarah Dudley (**SD**), Lynne Dale (**LD**), Dr Caroline White (**CW**).

2) Apologies & Introductions

Apologies had been received from Melanie Yorke, Mike Newman & Sarah McKenna.

3) Introductions - PN welcomed everyone to the meeting. He informed the meeting that he had received an e/mail from Barry Charlesworth explaining that due to changes in his personal circumstances he would no longer be able to attend meetings and was therefore resigning from the group. **PN** had replied to him and thanked him for his contributions to the PPG meetings.

4) Matters Arising

i) Primary Care Network (PCN) – PN informed the meeting that there had not been anything of note to report since the last meeting. Dr Kate Evans would be attending future meetings as and when there were changes to report.

ii) MJOG System update – the update to the MJOG system is currently on hold whilst improvements are carried out.

5) Practice Updates

i) Staffing – There had been no changes to staffing levels since the last meeting

ii) Appointments System Changes - appointments are still being conducted online as far as is practicable. Face to face appointments being used only where absolutely necessary.

iii) Covid 19 – the practice is currently providing 2nd vaccinations to all housebound patients. Further vaccination clinics will be carried out at the practice in May and June.

iv) DNAs (Did Not Attend) - MY had transferred the DNAs figures provided at the March meeting into the usual spreadsheet, this had been circulated to the group for information.

v) Waiting Area TV Monitor – PN informed the meeting that the he had seen the monitor on a recent visit to the practice and had had difficulty reading messages on the screen, from the back of the waiting area, when the message contained large amounts of text. **MY** had agreed to look at this.

JJ said that she had difficulty reading her name on the screen when called.

PN said he would raise this with **MY** and ask if there was an audio option as well as the text prompt.

vii) Stenhouse Website - MY had informed **PN** that the information from the existing system was being collated and transferred into the new system. When this has been completed **MY** would validate the system prior to it replacing the current system.

6) Any Other Business

- i) **Public Facing Digital Services** – PN informed the meeting that he was looking for feedback from patient from their experiences whilst using any of the current systems. He had received feedback from a couple of patients who were having problems with registering once they had downloaded the NHS app.

PN stated that the NHS app did not forewarn you of what information you would need to have to hand prior to starting the registration process. He asked CW if it would be possible to put some guidance on the Stenhouse website or Facebook page.

Subsequently CW has provided a link to a YouTube video which takes you through the NHS app registration process.

Most of the PPG have downloaded the NHS app although there are some who still prefer to use their tablets/laptops.

It was pointed out that in future more reliance would be placed on patients accessing all their medical needs via the NHS app. There would be less reliance on patience using SystemOne.

7) Date of Next Meeting on Teams

Wednesday 16th June 2021 at 14.00hrs.