**Minutes of Patient Participation Group, PPG Meeting**

**Wednesday 17 July 2024**

**1 pm – 2 pm**

**London Road Surgery**

Those Present: Members of the London Road Surgery PPG

Chair of the PPG: Sue Bunney (SB)

Practice Manger: Grainne Donnelly (GD)

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| 1 | Welcome – One new member | SB |
|  | Apologies of absence received | One received |
| 2 | **Minutes of the last meeting** – Actions from last meeting checked by Chair prior to this meeting and progress or completed activities emailed to PPG members. GD to put these minutes on website | SB/GD |
| 3 | **Update on noticeboard:** Noticeboard will be updated with information on raising awareness of NHS App, how to download the App and decision reached to retain the Pharmacy First Poster. Feedback from PPG members and surgery staff positiveSB will be producing some information for the PPG members to comment on and then noticeboard will be updated. | SBSB/ALL |
| 4 | **NHS App Questionnaire update:** SB carried out some testing using the proposed NHS questionnaire. 50 patients over two sessions were asked questions about the App and use of the App.The results of these two test sessions were discussed at the PPG meeting today and the group agreed that the original questionnaire was not working as expected and therefore awareness of the App was going to be displayed on the noticeboard with explanation on why we were asking patients to consider using the App for ordering repeat prescriptions etc and explaining Proxy/linked access and how to order “Controlled medication” (medication that requires, for example, blood tests, blood pressure tests etc in order to ensure that the medication is working as it should and not causing problems for the patient). Controlled medication can be ordered, via the App, in the free test box on the “Select medicines you want” page of the App. Nb: You can only order Controlled medication in this way if you are up to date with the tests required by the surgery.The main advantage of the NHS App for patients is that they can order repeat medication at any time of the day or night and have access to a range of other functions of the AppThe main advantage for the surgery is that the request for repeat prescriptions goes straight into the surgery system versus the surgery having to manually input the information from the paper-based requests.Patients who care for or assist others e.g., caring for or helping parents or close relatives can request proxy access to be able to order repeat medication for them on the App via Proxy or Linked access. More information about this will be coming out as this project progresses. The PPG group have been given statistics on how many patients at the surgery have downloaded the App and how many are using it to reorder repeat prescriptions and the current figure is low. Patients who do not use technology or have access to Apps will continue to use the paper-based system.Draft of the information for the noticeboard to be raised by SB and sent out to PPG members for comments, amendments, and agreement to display | SB |
| 5 | SB attended a PPG meeting at the Robert Frew surgery (RFS). SB explained to the RFS PPG what the London Road Surgery (LRS) PPG had been working on and reached agreement that it would benefit both surgeries to work on some projects together. There will still be projects that are undertaken by both PPG groups that are directed only at RFS or LRS, but that otherwise discussion and agreement will take place at both groups to agree on joint projects and awareness raising campaigns relating to issues that affect the patient populations of both groups.  | SB |
| 6 | Discussed updating of patient details and non-attendance of patients who have made appointments but not attended them. We will pick up raising awareness of the importance of the surgery having up to date contact information for patients as the current PPG does not have capacity to take this on at the present time. It was discussed that it would be useful to display the number of non-attendances each month to patients visiting the surgery and make the information available on the LRS website. There are several ways that patients can cancel appointments and it is hoped that by displaying the number of non-attendances that this figure will drop.GD to order a Pop-Up Banner with a pocket for the number of non-attendees to be displayed each month.  | ALLGD |
| 7 | **Date of next meeting: Wednesday 21 August 2024 at 1 pm** |  |