

PPG Meeting – 26 Jan 2022 - Online

Attendees: Alfie Abdul-Rahman, Vivien Sieber, Della Sar, Diana Chandler, Sanam Akram, Andreas Kyrris

Apologies: Cecily Kirtland

Agenda:

1. Structure of PPG and terms of reference
2. Booking appointments online and face-to-face appointments
3. Online prescriptions

1. Structure of PPG and terms of reference

Discussion about how to work towards getting the structure of the PPG which we need - patient-led, with chair, vice-chair, secretary. We agreed we need to increase the size of the PPG, with a concerted effort to recruit. Text to all patients inviting them to join, with a link to a statement on the website, our paragraphs about testimonials, newsletter, and email address to contact or speak to a named receptionist. Give information about what membership of PPG involves - the amount of time, when and how meetings are held, etc.

Discussed a new newsletter, focused on joining the PPG. Newsletters need to be accessible to patients who do not use computers - printed copies are available at reception and actively given to patients.

We agreed that the Terms of Reference used by St Bartholomew's were acceptable for ours

Action:

Vivien to draft a text and newsletter (?) and circulate it to members for comments.

Andreas to circulate the final text to all patients

Andreas to identify key reception/other staff to be contacted for PPG enquiries

Members to read SBMC terms of reference and confirm are happy to adopt

2. Online Booking and Face to Face Appointments

Andreas explained how online appointment booking would not work for the practice - the first contact with the practice needs to be a phone discussion with the Patient Care Coordinators to identify which practitioner is suitable for the patients' needs - online appointment booking bypasses these checks and can lead to wasted clinical time and resources. The Patient Care Coordinators are highly trained and skilled in talking to patients. We discussed the issue of face-to-face appointments and Andreas identified that it is too early in terms of Covid risk to return to full waiting rooms etc. We discussed problems with patients who are hard of hearing or have other difficulties with phone calls.

3. Online prescribing

Andreas understands our frustration at repeatedly giving feedback on this with nothing changing. He described how the previous system was not safe, with Patient Access bypassing all medical checks and therefore reducing safety - and difficulties caused by inflexibility in EMIS and other computer systems. The method of emailing our requests works well in terms of safety. The limits on amounts of medication available relate to stockpiling of medication which understandably occurred at the start of the pandemic - finding a balance between patients always having access to sufficient medication without over-prescribing.

We identified a lack of information about repeat medication on Patient Access - this may be related to the level of access each patient has and needs reviewing.

Vivien described her good experience of using Boot's online repeat medication system - also available from other pharmacists - patients could be encouraged to use these systems for their convenience.

Action

Andreas to review the level of access to information for individual patients
? Encourage patients to use their pharmacy repeat medication requests

Next Meeting

One interim meeting to review progress on action to recruit for PPG before the next full meeting
Dates TBD