



Patient Participation Group Meeting Minutes

Date: 25/09/2024

Present:

- **Pt No:** 19815 (RR), 297 (JC), 23182 (AK), 11889 (VS), 25739 (HD), 10550 (NC), 19105 (NK), 503451 (AF), 508375 (MR), 508373 (EP), 513344 (AC), 503276 (JB), 520337 (KF), 508468 (NM), 10587 (PC), 508047 (BK), 29793 (PV)
- **Minute Taker:** Inshirah Muhammadee (IM)
- **Management representation:** Halima Begum (HB), Maisy Binion (MB)
- **Clinical Representation:** Anushka Maheshwari (AM)
- **Administrative Representation:** Pooja Kaur (PK)

Location:

- Church Road Health

Standing Items:

1. **Agenda Item: NHS App**

Discussion:

Introductions done by everyone present.

HB - Main theme for the PPG today is to discuss the NHS app. IM will be audio recording this meeting for audit purposes. Thank you all for attending.

AM - We have a great turnout today.



PK - Thank you everyone for attending today. We will be discussing the NHS app. The NHS app allows you to access anything about your health. Please speak to me or HB if there is anything personal you would like to discuss outside the meeting.

If anyone needs any support with the NHS app, I can come here on site to support you as I work at the other sites, or I can even call you to help. If you do need support, please ask for me PK.

Through the NHS app, you can request for your repeat medications but cannot request acute medications. It is something we are looking into. In terms of repeat prescriptions, we are trying to push for all patients to use the NHS app. For patients who know how to use online, we are asking them to use this. For patients who are vulnerable and unable to use the NHS app, they can still call us or do the online form. On the NHS app there is a barcode for your prescriptions which you hand over to the pharmacy so they can track your prescriptions.

You can also view your medical records, your hospital letters. You can also get proxy access for your children.

Sometimes you might not remember what the doctor said at your appointment, you can find all the notes on your NHS app. If you have blood test results, you will be able to access this 1 week after your test on the app.

The NHS app sends you appointment reminder and a text message to remind you.

HB - We had a video to show you but unfortunately, we do not have access to this right now. ([*How The Online Forms Work - PPG 2*](#))

Patient 1 - On the NHS app we can't request appointments, we have to use the website F4HG.

PK - We are currently working through this. We are all learning and trying to make it a better experience for everyone. We have the PPG meetings so we can get your opinions on how to make things better.



HB - The main purpose of the NHS app is to allow you to have control of your records.

Patient 2 - How far back does our record go on the NHS app?

PK - This would be everything we hold on to your records.

HB - This depends on how far back we have your records electronically. Some patients have paper records, so this will be on there, but you will have access to every electronic records.

PK – With Patient Access; you get a few of these options. NHS App is the newer software. It's like now we have the iPhone 16, before we had the 15. It has more and better options. NHS recommends using the NHS App. You have your history, medications, results and all your documents on there.

Patient 3 - I find Patient Access easier to use.

PK - You can use Patient Access. I haven't investigated this, but we are recommending everyone to use NHS App.

Patient 3 - I have both apps, but I prefer Patient Access.

PK - It is very similar, but this is what NHS recommends now. It is easier to view all records and documents.

Patient 4 - Requested for paper copy of PowerPoint?

Patient 5 - It is very good to have a paper copy.

HB - We did not anticipate this turn out. We can give you a copy at the end of the meeting.



Patient 6 - I have got a question – I had a CT scan but did not hear back.

HB - We will investigate this. *(IM to call patient back)*.

Patient 7 - If everything is good and no concerns, the GP will not approach us. As patients we like an outcome given to us regardless of whether there is a concern or not.

PK - This is why we have the NHS App. You can track your health on a day-to-day basis. It can be frustrating to not know our results. Our health are all different levels. NHS App is a system where you can monitor your results after 1 week of have the test done.

Patient 5 - Sometimes you can press the wrong buttons on the App or you press a button and nothing happens, it is very complicated.

PK - I would be happy to sit together with you or any other patients to help you navigate through the NHS App.

Patient 6 - We are very worried about security. TFL was hacked last week. Security is a big worry.

PK - NHS App has been here for a very long time, it is not a new App.

HB - Before you can access the NHS App, we ask you to bring in your ID to reception to get your allocated login details. Then once you have registered using your login details you will be required to login with a password or your face ID login.

Patient 6 - I mean in general, hackers accessing our records.



HB - We are doing our best to protect our patients. This is a problem that has been going around for a long time. We can only try our best and ask patients to be careful and protect themselves.

Patient 7 - (*personal matter raised*).

HB - we will discuss this outside the meeting.

Discussion:

2. Agenda Item: Health and wellbeing Coach

Discussion:

AM - Hi everyone, I am Anushka. I am the health and wellbeing coach and part of the community engagement team. The idea behind health and wellbeing coaching is to help you make positive lifestyle changes and helping you be the best yourself and the happier you. I am not a doctor, dietician, nutritionist or anything like that, so cannot give you a diet either. But what I can do is give you a safe non-judgemental space for you to be able to talk about what's important for you and what matters most to you. We look at areas of your life that you want to make changes to whether it's your mental health or your physical health, we identify goals and your strength, so you feel more confident in managing yourself. We can have face to face sessions or over the phone. There is also another coach who works together with me; Darshana.

We also have social prescriber at the practice; the idea of a social prescriber is they are here to help you with any social issues which may be related to housing, finance, maybe any other aspect of your life that are not directly to do with your health. So, you don't need a doctor's appointment. It could be you want to get up more, some advice around your finance or housing. We can connect you with a social prescriber then you can discuss what's available in the community to support you and where you can be signposted.



Together we make the community health and wellbeing team. This is something we started with community engagement project. We hosted a Spring into Wellness event in April. Did any of you attend?

Patient - I attended this, I recognise you.

AM - so yes like that we are doing a lot more events. Something coming up soon is Coffee Afternoon. We will be hosting a Coffee Afternoon at Glen Road centre (our sister practice), this will be on 03.10.2024 at 12:30. It is for 65+ patients. This is for our patients to be able to come together and get to know each other. Our social worker Jaiydeen will be leading this event. It is to create stronger community bonds and to make our patients feel supported. Any questions about this? Will any of you be attending?

Patient 8 - that is a very good idea.

Patient 3 - how do I get to speak to a health and wellbeing coach?

AM - you just fill out an online form.

PK - we can send you this form after the meeting. You fill in the online admin form then we get this booked in for you.

Patient 9 - do we get help with writing letters? My hands hurt so I am unable too.

AM - the council does provide service around it. With this you may not want an appointment with the doctor. The social prescriber can help you with writing a letter to the council to inform them what you need to be done. Or they can signpost you to relevant services.

HB - we will do a referral for you and get in touch.

Patient 10 - do you have anything for teenagers. I have a teenager, and she suffers with being alone. We have tried to do library or council, but nothing seems to help.



AM - in terms of this, we do not have anything for teenagers but there may be things already in the community. The social prescriber will be more able to help.

HB - that is a very good idea, thank you for raising this.

AM - we are developing a maternity project to help females not feel alone during their pregnancy and connect with other women in the same situation as them and feel supported. Unfortunately, we currently don't have anything like this for teenagers but thank you for raising this. It is a great idea. There may be things already in place in the community, the social prescriber will be able to tell you more about that. We hope to continue these efforts to continue supporting our patients.

HB - is there any questions?

AM - Will I see any of you on 03.10.2024 for the Coffee Afternoon? If you are interested in joining the Coffee Afternoon, you can register your interest at reception or let us know right now?

Patient 11 - I would come if I was over 65.

AM - if we have other programmes coming up, we will let you know.

Patient 7 - you are doing a very good job. Keep it up. But there is one GP that treated me so badly. I had my flu jab in 2016. I came in for a review, but I agreed to do the flu jab. I was put in a lot of trouble. I had to do physio. They jabbed me suddenly in my arms, it still hurts til today.

HB - I am sorry to hear this.

Patient 7 - I told her I was not scared, why did she jab me like this? Injecting something like that will cause problems to someone. Did a manager speak to her?

HB - this is the PPG; we will discuss it outside the PPG and take it from there. I am really sorry you have had to experience this.

Patient 12 - the minutes of the last meeting was not uploaded soon enough.

HB - June PPG was uploaded in a timely manner.



Patient 12 - when you upload it, does it have the date of the meeting or uploaded date? It would be helpful to add dated uploaded, so we know new PPG minutes are there.

HB - thank you for your feedback. This is definitely something we can do.

Patient 10 - how do I request one off medications through the App?

HB - for repeat prescriptions, you will be able to request through the App but for acute medications you may need an appointment or need to be reviewed by the GP or pharmacist. You won't be able to request through the app due to safe practice.

Patient 14 - how do I get the NHS App or support to do this?

PK - you can ask for me and I can support you on the phone or I can come on site to support you face to face.

HB - the digital team will be doing a workshop to support patients with the NHS App. Thank you for all for coming, it was lovely having you.

3. **Any Other Information:** N/A.