

Bilton Medical Centre
Patient Participation Group
Notes from Meeting: 12th February 2020 (13:00 – 15:00)

Practice staff present: Tanver Khan (Assistant Practice Manager), Aishah Hanif (Acting PPG)

Patients present: Fakhra Khaliq, Syed Hussain

Ideas discussed/ comments & points raised
<p><u>Agenda</u></p> <ol style="list-style-type: none">1. Welcome & Introduction2. Talk about national patient health survey3. Survey drop in sessions4. NHS app and eConsult <p>After introductions, The Assistant Practice Manager welcomed the attendees.</p> <p><u>Patient National Survey</u></p> <p>Discussed about the national survey, talked about how we can get patients to come in to the surgery and help them complete the survey if they are struggling e.g. language problem, reading, understanding etc. We decided to have two walk in sessions for the patients where they can come in and get help filling in the survey. PPG members would help as well as surgery staff. We also decided that we will send out text messages, put out posters and also verbally tell the patients when they come in to the surgery. The Website has also been updated with the key dates.</p> <p><u>Survey Drop In Sessions</u></p> <p>Drop in session will be held on Thursday 13th Feb 2020 and Thursday 27th Feb 2020 (Details posted on Website).</p>

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NHS App And eConsult

The assistant practice manager discussed the importance of two key services that would enhance patient care. Two documents were shown and approved. These documents give instructions of using eConsults, and how to register and setup NHS APP. All staff members are promoting eConsults during clinics and at reception.

The NHS APP is proving very popular since we launched it earlier this year. Patients are finding it easier to book appointments and view their results. The instruction sheet has been written in simple English, avoiding jargon where possible.

Patients can take away these instructions sheets with them, and also they are being sent with every letter that is sent. It is hoped that this will prove popular with patients and the uptake will increase. Patients are also directed to the surgery website so that the terms and conditions of the NHS app can be viewed as it is important that this is made clear.

The date of the next meeting : 18th March 2020 @13.00