

Healthcare Central London (HCL) PPG (Patient Participation Group)

9th April 2024

Meeting notes

Feedback from previous HCL PPG

- Discussions of how the attending residents can access their own practices PPG - advising to contact practice manager to request information of how to join practice PPG.
- Discussions around the use of PATCHS at certain practices and the difficulties for some patients with using this technology

Question: Why are there not 31 practices represented here in the room? Thinks HCL should make sure there is a first reserve from each of the practices in order to attend the sessions if the primary representative is unable to attend.

Response from HCL: Ideally there is a wider representation from practices as feels unlike there should be one here but don't feel like we can enforce this from representatives as attendance is optional

Introduction to Practice websites

- Historically, Practices websites had out of date information, often too much information in one place or poor navigation. From a Federation level there was an opportunity to pool resource to develop websites that have an independent feel. We have developed a theme and overall look/ feel alongside NHS guidance to develop the layout and content.
- HCL would like to check what has been done so far that what we think are patient friendly websites and how navigable they are.

[PPG attendees were asked to navigate several of the new Practice websites]

Feedback: Good to have the pharmacists listed as they are people often spoken to

Feedback: In general thinks it's a good idea to have the websites and have them uniformed. On staffing section - give people the option of recognising staffing by including faces on the websites (helpful to flag if they have their gender there too).

Would like to see the inclusion of specialisms i.e. diabetes/ paediatrics etc.

One thing is its very difficult to find in general is the PPG information and particularly the feedback and minutes of the PPG on the practice website. Doesn't tell you what the PPG is and would also like to have the minutes of the PPG accessible as well.

Feedback: Comparing the two practices; both offer PATCHS as a tool, but some Practices have less options.

Feedback: Acronyms are not universally always known, lots of people don't know what acronyms are from the different services. Maybe a tool that explains what they are? (Note: maybe when you hover of the acronym on the website?)

Feedback: Suggestions of a section where people can access feedback to reply to the practice. Positive and negative via the website. Would like to write in a section who is getting feedback and who is doing well.

Feedback: It may be wanted to have a forum for people to feedback in general with the federation.

Feedback: Positive messaging is also something they would like to see on the websites - possibly from success stories or things going well. Positive messages i.e. drink water and messages of happiness. People get drained by problems and negativity so need more positive messaging.

[Attendees were asked to navigate to 'Get a test result' information on the Practice website]

Feedback: Not straightforward to find this on a Practice website - wasn't clear where to go as was under 'all services' and then 'learn more'.

Question: Patient data - how does this work with their data going through the website and concerns about people hacking their information.

Response: No information from PATCHS is stored or passed through the website. PATCHS is an approved system from NHS England and they have their own measures of security they need to adhere to. Some practices do use forms to register and as soon as they have registered they delete the data. The administration part of the website does have the ability to see some info but this is restricted to only Practice Managers and those that need the access for the operation of the website and will have 2-factor authentication.

Question: Will these be linked to the NHS App?

Response: It will depend on the practices themselves to decide on how it is configured with other links to apps and services

Question: Why can't everyone have the same website? So uniformed services are able to respond and have practices accountable to these conditions.

Response: As practices are individual organisations it is for them to decide within the requirements- e.G. they are required to have a website with certain information written according to guidelines but how it is presented and displayed and within this is up to the individual practices

What does HCL do? A discussion on way we explain to people what we are as a GP Federation.

How do we explain what we (HCL) are to our patients? E.G. the extended primary care team?

Dr Neogi: Individual practices cannot find enough staff to deliver all the staff that they would like to deliver to everyone and so join together to form HCL to take the role of listening to the practices to what they would like e.G. late hours/ weekend appts. They (HCL) then deliver those services on behalf of the practices collectively. How would it be most communicable?

Feedback: 'Practices working together'

Feedback: Example of practice nurse - people read as practicing rather than fully qualified nurses so saying 'practice nurse' may mean people don't want to see them as don't think they are qualified. 'GB collaboration Nurse' - doesn't make any sense and is more confusing than helpful. 'Working on

behalf of your practice' is more understandable- 'here to take care of you', 'taking care of you, taking care of the Drs'

Actions

1. Share the email address for where they can share their feedback on telephony and in general to HCL
2. Ensure all meeting chairs receive the notes - can they have the meeting notes circulated to them?
3. To discuss where patients are being told to use PATCHS only
4. Investigate query re University of Manchester's involvement with PATCHS
5. Work on development for how to diversify representation from wider practices
6. Ways to feedback to the Federation - also information on what the feedback should be sent to practices e.g. complaints and feedback info (such as you see in hospitals)