

Simpson House Medical Centre

Patients Participation Group

**Minutes of the Patients Participation Group meeting held on Fri 4 Nov 2022
in the Practice Meeting Room.**

MEETING AGENDA

1. Welcome and Introductions
2. Apologies
3. Minutes of last meeting
4. Matters arising
5. PATCHS
6. Update on Current Issues at the Practice
7. Newsletter
8. Primary Care Network
9. HPPN
10. Any other business
11. Date of Next Meeting

Attendees: *(list sheet held by Bernice)*

Apologies: *(list held by Bernice)*

Welcome and Introductions

Bernice welcomed everyone to the meeting – the first for quite some time – and the first held in person for more than 2 years. Bernice also welcomed the new Practice Manager, Krupa, to the meeting. She has been in post since July after the departure of Ashley for pastures new.

Previous Minutes

The minutes of the previous meeting were formally approved without change.

Matters Arising

None.

PATCHS

When the Government introduced a requirement for online consultation and patient flow management systems, the practice was forced to adopt a solution called KLINIK. This system was developed by a Finnish company which promised many improvements, most of which failed to materialise. As a result, they lost the contract and were recently replaced by PATCHS from Spectra Analytics.

PATCHS is being used by most practices in North London. It integrates well with the existing practice clinical system and has frequent updates. Currently up to 100 patient requests per day are being received. A decision was taken to close the system to new requests after 4:30pm each day to avoid people trying to register what should be emergency issues, which would not otherwise receive attention until the following day.

In order to ensure that everyone is treated equally, however they access appointments, all incoming requests are diverted into PATCHS. Patients phoning in for an appointment will have a PATCHS request completed for them by Reception, unless it's an emergency when it will be passed to the duty doctor.

Current Issues at the Practice

Website and Text Messages: A number of those present highlighted issues with both the Practice website and the text messages being sent out to patients.

The practice website has multiple issues, a few examples of these are:

Clicking/tapping on various 'Make an Appointment' links throughout the website, including the priority box at the top of the front page, results in the user being directed to the Patient Access system (where appointments are now disabled) instead of the new PATCHS system.

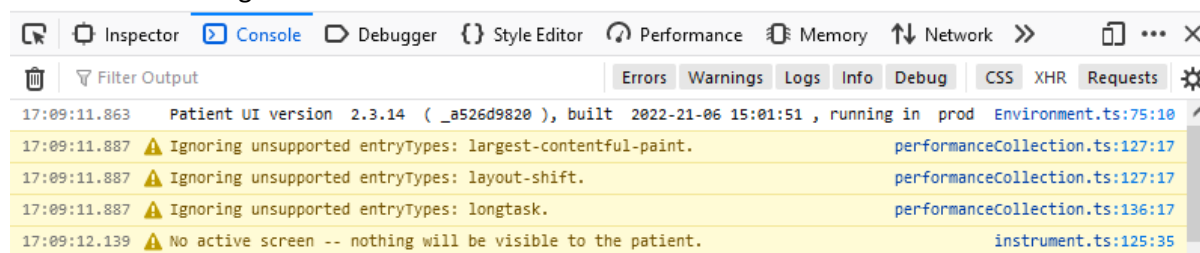
On a PC, the PATCHS banner which directs users to the new system is below the first screen full of content and so is not initially visible. It should be much higher up so that it is immediately visible when the page loads.

Also on a PC, the website menu has now become so long that it wraps onto multiple lines. This has the undesired side effect that accessing the cascading submenu options on the top line is impossible as the selection jumps to the nearest top level menu item instead.

Geoff volunteered to take a detailed look at the website and give Krupa a list of issues that require attention.

Moving to the text messages; a number have recently been sent out which do not work correctly. They contain a link of the form: <https://nhsm.uk/xxxxxxx> (xxxxxxx = a unique ID code), which is supposed to open an explanatory message webpage, but clicking/tapping the link just results in a blank page being displayed in the user's web browser.

Geoff said that he had looked into this by reviewing the normally hidden debugging console status information and found that although a page did in fact load, there was an error generated by it – as the screenshot image below shows:



As can be seen from the log, no screen output is selected, hence no text is visible. This is a system error.

On another occasion, a text message had been sent containing a link to the practice website. The link had a spelling mistake and as a result did not work. This is an operator error.

Geoff expressed concern that the messages were not being properly tested before being deployed as, if they had been, the errors would have been discovered and corrected or reported.

Krupa said that she would look into it with those responsible for sending the messages out.

Practice Development: Daniel gave a brief update:

Dr Nasser Sheik is joining the Practice next week as a new partner.

Dr El Naieem has also joined the team.

As mentioned earlier; Krupa took over as Practice Manager from July, following Ashley's departure.

There have been a number of new staff arriving, in addition to the Practice Pharmacists (Payal / Veeraj) and Physician Associate (Nishanki) the practice now has an Emergency Nurse Practitioner (Tracey), Paramedics (Aggie / Josh), a Social Prescriber and expanded Reception and Admin teams.

Face-to-Face Appointments: These continue to be available as and when necessary.

Minor Surgery: Due to the fact that the rules around minor surgery have been considerably tightened by the CQC (Care Quality Commission) it had been decided to stop offering it.

Newsletter

Following a period of hiatus due to the pandemic, workload and Ashley's departure, production of the newsletter is to re-start. Due to the removal of pandemic restrictions, printed copies will again be available as well as the option to download from the website.

Primary Care Network (PCN)

Daniel stated that collaboration amongst the group of practices in the PCN was working but progress is still slow. Although not officially part of the PCN, collaboration was also happening with local pharmacies.

Pinn Medical Centre and Alexandra Clinic are now offering out-of-hours appointments.

The initial Covid vaccine rollout had been an excellent example of the PCN working as a team.

HPPN

Bernice reported that she had stepped down as secretary. The pandemic had caused issues and along with Bernice, 2 other members of the committee had also stepped down.

The Chair of the Pinn Medical Centre had taken over, but meetings have yet to resume.

AoB

Coffee Mornings: Due to social distancing and other restrictions, these were suspended during the pandemic. If they are to resume, then someone needs to take over the running of them.

Practice Notice Board: This badly needs updating with new pictures of the current staff.

Date of next Meeting

The next meeting will probably be an AGM and will be held on: [Date, Time and location to be confirmed – possibly during April 2023]