

**Amwell Group Practice
Patient Participation Meeting
13th December 2017**

Present: Sonia Hehir - PPG Coordinator

ER - Joint Chair

JB - Joint Chair

JW- patient

AD - patient

IS- patient

Sign Language Interpreter

Apologies:

DF - patient

EC - patient

SL - patient

1. Welcome, Introduction and Apologies

ER introduced and welcome our new member IS to the group.

2. Minutes of the last meeting

Agreed

3. Matters Arising

Further to our last meeting, we discussed election of a new chairperson, vice chair and secretary. There was some discussion on whether we should have a joint chair/vice chair as previously, it was felt that as we are a small group this may not be needed. SH thought that the need for a vice chair was part of the guidelines for a PPG but it was not necessary to have a joint vice chair/chairperson. We also discussed the appointment of a treasurer, it was felt at this time this was not needed but could be something we could look into in the future. The group was split in this decision so it was agreed that ER would research into guidelines for PPG and relay this to Sonia who would let the group know.

JW spoke to the group about another patient who is interested in joining DM. She will pass the details onto ER who will contact the patient to invite to the next meeting.

4. Practice Survey

It is time for a new patient survey for the Amwell Group Practice. The practice would like to concentrate on patient access as this is always an important issue for patients. The group discussed responses to surveys and how best to get people to engage with them. Previous responses from patients have ranged from 300 to 8. It is agreed that patients are

not keen on receiving survey requests too often; we have tried as much as possible at the Amwell to ensure this does not happen. The group felt that patients were less likely to respond to a survey if it contained too many questions. Various options were discussed and it was felt that the best way to move forward with surveys was to create a short survey asking patient what is important to them in all areas of their care e.g. appointment wait times, awareness of out of hours services, knowledge of on-line services and quality of written verbal information given by clinicians then from these results creating a second survey expanding on the main concerns patients have with their care.

One of the group members - IS thought it might be a good idea to get the Sociology Department from the City & Islington College involved in creating the surveys and for them to help getting responses from patients. He felt that this would be a good project for them and would in turn create some good local publicity for the practice. IS will be in touch with one of the tutors of this department to discuss if this is possible and also how we would set this up. Once he has this information the group could bring it to the partners of AGP to see if they thought this would be an option.

5. Health Promotions

SH spoke to the group about a local service called Help on Your Doorstep which provides all types of help for the local population - for example - help with benefits, housing repairs, help in the home. Up until recently this service has only been available to those in social housing; HOYD has just been awarded additional funding which extend the service to leaseholders also. SH will promote this service on the board in the waiting room as with previous promotions.

The group agreed that after the election of a new Chairperson they would look again on expanding on ways to help patients be aware of local groups and services available to them. Previously the group have discussed inviting services to hold an "open morning" in the community room and with the help of members of the group speaking to patients when they come in to the practice. Another way would be to make more use of the practice website, ER had previously requested information on traffic on the website which he know has, he has kindly agreed to look at this information to see how we can make better use of the website in providing information for patients.

6. Date of Elections and Nominations Received

Only one patient expressed an interest is being nominated for the role of new Chairperson with no interest in the Vice Chair role. ER expressed a need for a new group Secretary - the remainder of the group were keen

to keep Sonia for this role. Sonia is happy to be nominated and if elected continue to be the secretary but the group would also welcome any other member who would like to be nominated for this role.

Elections will need to be revisited at the next meeting. The group will have a new member in attendance that may have an interest in one of the roles available, we will also endeavour to get all AGGP members to attend the next meeting so we can have a full discussion on the future of the group and gauge any interest from other members who were not in attendance previously.

Members are welcome to email the group prior to the meeting with their interest.

7. AOB

- **Patient email addresses** - The group requested information on how many patients email addresses we have they were interested in this information to see if emailing all patients with email addresses rather than just those on AGGP and Virtual Group would increase responses. They also thought this may be a better way to relay information about local services to patients.
- **Uptake for On-Line service** - AD was interested to know what the uptake was for this service with patients. He along with a lot of patients agree that this is an excellent service and he is keen to see how many patients are taking advantage of this and how we can encourage more patients to use it. Sonia search this information and provide figures at the next meeting

Date of next meeting: 14th March - 6.30pm-7.30pm