

**Amwell Group Practice
Patient Participation Meeting
14th March 2018**

Present: Sonia Hehir - PPG Coordinator/Secretary

ER - Joint Chair

JB - Joint Chair

JW- Patient

SL - Patient

JD - Patient

JC-Patient

IS-Patient

DM - Patient

JC-Patient

Sign Language Interpreter

Apologies:

Peter Floyd - Practice Manager

Dr David Price - GP Partner

1. Welcome, Introduction and Apologies

ER welcomed everyone to the meeting

2. Minutes of the last meeting

Agreed

3. Workshop Events

Patient On-line access. The practice recently held several days promoting on-line access for patients. JW & SL came along from the PPG group to help promote this. JW talked about the promotion and we all agreed it was a great success. From the event over 100 patients signed up for on-line access and many more were made aware of the service. JW & SL have kindly agreed to come along to further events promoting this service. SH said a big thank you to the group for their help with this.

Further discussions were had on perhaps showing patients the log-in process on-line as some patients may find this difficult. The devices that could be used for this include - laptops and tablets. The group were split as to the best option to use as many thought tablets were more widely used than laptops. Another way to promote this is by using the information screen in the waiting room, a slideshow will need to be created in order to be sent to IT for publication. ER has agreed to set-up slideshow, SH is to provide screenshots to ER for this. SH will also look into help videos for this that are already available on-line and through EMIS.

4. PPG Structure

ER raised the matter of the PPG structure as it currently has a chair and two vice-chairs, being a very small group and with approximately 6-8 members at each meetings. ER asked the members if they have read the documents regarding PPG structure sent by email. ER explained it would be better to have a smaller committee, a Chair, Vice-Chair and a Secretary. SH said that she covers the role of Secretary. ER said we need a Secretary for the PPG. SH said she need to leave the room to allow the members to discuss this. There were a number of unnecessary interruptions during this discussion which were considered disruptive and made the meeting difficult to chair. Members are reminded to remain respectful to each other or they may be asked to leave the meeting. The members agreed that SH remain as Secretary. SH was invited back and was thanked by ER for her contribution. SH gave apologies to the group if there was a misunderstanding with the invitation to DP. As a practice the AGP are aware that there had not been any partner involvement with the group for some time and as this was agreed in the "Terms of Reference" DP wanted to come along to learn about what the group are doing, their priorities and offer any support where he can. He has previous been involved with a PPG at another practice and enjoyed working alongside them.

5. Wellbeing Programme

IS had previously talked about getting the community more involved with wellbeing at the practice. He has arranged a meeting with the business department at City & Islington College to talk about formulating a set of tools to help patients manage their own health. Eventually he hopes this leads to the group working alongside the practice in developing their own wellness projects. An example of this would be to gain insight from students on their relationship to food - what their choices are and why this is.

The group agreed this was an interesting idea though some expressed concerns that it was a "little ambitious". Most of the group thought that the PPG was there to help the practice in smaller ways - for example one issue was to help promote self-referrals available throughout Islington - this would in turn free up GP appointments and speed up the referral process for some patients. The group did all agree that it was worth looking into and then bringing back to the next meeting for further discussion and then for opinion of the partners at the practice.

6. Promotional Days

JD, JW. SL and SH wanted to pursue the idea of help with promotional days at the practice especially as the Patient On-line Access days was such a success. SH suggested some ideas for future promotions, for example - self-referrals, EPS (electronic prescribing), e-referrals (referrals to hospitals) and iCope. SH will liaise with the reception manager at the practice to organise dates for these and then come back to the group for volunteers to help on the day.

Date of Next Meeting - Wednesday 27th June 5.30-6.30pm