

<b>Meeting Title</b>	Patient Participation Group Meeting		
<b>Date</b>	17.06.2019	<b>Time</b>	1.00pm
<b>Location</b>	Dr Mahbub's Surgery – reception room		

<b>Chair</b>	Sabina Begum (SB) (Practice Manager)
<b>Present</b>	Mitha Khanam – (MK) – Secretary Momotaz Begum – (MB) – Receptionist Fatema Hussain – (FH) – Receptionist Dr Selim Mahbub – (SM) – GP (RH) – Vice Chair PPG MEMBER (MI) – PPG Member (SAB) – PPG Member
<b>Apologies</b>	PPG Member

Item	
<b>1</b>	Welcome and apologies
<b>2</b>	<b>GP PATIENT SURVEYS</b> Results should be available in July 2019. This will be discussed at the next meeting
<b>3</b>	<p><b>The NHS App</b></p> <ul style="list-style-type: none"> <li>The NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet</li> <li>It is being rolled out across all GP surgeries and is due to be fully enabled for all patients by July 2019</li> </ul> <p>Using this App patients can:</p> <ul style="list-style-type: none"> <li>check their symptoms using the <a href="#">health A-Z from the NHS website</a></li> <li>find out what to do when they need help urgently, using NHS 111 online</li> <li>book and manage appointments at your GP practice</li> <li>order repeat prescriptions for collection at your practice or a pharmacy they have already nominated</li> <li>securely view their GP medical record</li> <li>register to be an organ donor</li> <li>choose how the NHS uses their data</li> </ul> <p>If the patient is already registered for GP online services, they can use the account ID and PIN, or account linkage key, they were originally issued with when they set up their account. This will not be the same as the password they have set to log in to any web applications or third-party apps.</p> <p><u>Safeguarding reasons for restricting access include where the patient:</u></p> <ul style="list-style-type: none"> <li>cancels appointments they need, for example if they have dementia - all appointments can be cancelled through the app, even if they were booked in person</li> </ul>

	<ul style="list-style-type: none"> <li>• is at risk of coercion through online access</li> <li>• Appointment booking also has the potential to be misused.</li> </ul> <p>The NHS App is now available to the public on <a href="#">Google Play</a> and <a href="#">Apple app</a> stores.</p> <p>Our practice has made all GP appointments available online. Same day appointments released at 9.00am.</p> <p>Members feel like this is a good idea although our elderly patients may have difficulties to use an app they have never used.</p> <p>Members would like to get someone to help patients with understanding using the app. SB will look into recruiting a volunteer for this. In the mean time we will hold drop in sessions every Tuesday between 10.00am-12.00pm</p>
<b>4</b>	<p><b>New Telephone Line Implementation</b></p> <p>Many patients have informed reception that the telephone line does not inform them what number they are in the queue. We have a dated system and therefore we will be upgrading our telephone provider in August 2019.</p>
<b>5</b>	<p><b>Awareness of Bowel Cancer Screening Programme</b></p> <p>There is a roll out of new bowel cancer screening test. Only one faecal sample required. Our receptionist Momotaz Begum (MB) is currently leading this programme. It is agreed patients may now feel more comfortable to complete the kit as previously 3 separate stool samples were required.</p>
<b>6</b>	<p><b>PPLG Meeting - Tuesday 17<sup>th</sup> August, 1:30 – 3:30pm @ Beechdale Lifelong Community Centre</b></p>

Date of Next Meeting: 27/08/2019