

## **Patient Participation Group**

### **Harford Health Centre Attendees:**

Rittu Vadher (RV) Operations Manager  
Dr Mohammed Islam (GP Partner) (MAI)

### **Patient Representative Attendees:**

Pauline Chinnick (PC)  
Muna Razack (MR)

### **Apologies:**

HOQUE, Muhammad: Chair

### **Agenda**

Practice Update  
Digital Access

### **New Partners in the practice:**

Dr Mohammed Anisul Islam  
Dr Susannah Solaiman  
Dr Suhel Ahmed

RV discussed practice update, new partnership as above, new roles.

Patients have been made aware of the current shortages in the practice due to the current recruiting for various roles within the surgery. The practice is still searching for a Practice Manager full time position.

Patient participants have expressed their frustration in trying to make an appointment at the surgery; RV explained that it has been quite difficult due to shortages, there has been a process put in place in regards to prioritising appointments, they are all usually triaged on the day to help manage the flow of appointments. Patients have also been made aware that there are other ways to make appointments via online patient access/NHS App/ Econsult.

### **NHS DIGITAL:**

RV explained NHS App provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. PC has expressed at her age she does not feel that is viable for her as she struggles with Technology. RV mentioned accessing records is so much easier. If you have access to your GP health record, you'll be able to see your summary record using the NHS App

or the NHS website. Also stated it contains information about your medicines and allergies. If you only have access to your summary record, you'll see a message on your GP health record.

MR asked can she use NHS APP instead of patient access. RV responded unlike our current Patient Access system, you can even prove your identity using the App itself without needing to bring any ID to the surgery. If you are already a user of Patient Access, you will be able to access exactly the same information on the NHS App as you currently do on Patient Access. MR wanted to understand why patients are informed. MR also discussed why HHC never has appointments and what do we have in place for elderly and those with Learning disabilities, RV said we do not expect all patients such as elderly and those with Learning disabilities do eConsult, we always ask what the appointment is for and navigate them to Triage manually according to the service they require.

It was also mentioned that our WEBSITE, needs more languages like Somali, Arabic, Turkish and more. RV informed the patient that this is great feedback, as we are currently looking into changing the WEBSITE based on the demographic.

### **AOB**

RV has asked patients if they can elect a patient advocate for the practice to help with PPG and patient involvement in the practice

### **Actions**

- Website, implement changes.
- Harford staff to be trained on advertising econsult more effectively and provide education of econsult to patients
- Patient participants to elect an advocate for the PPG

Next meeting: Tuesday 26<sup>th</sup> September 1pm