



Patient Participation Group Meeting Minutes

Date: 3rd July 2024

Time: 13:30 – 14:30

Attendance: VLD, DD, JZ, DZ, SB

Andraya Catlyn (Wandsworth Digital Care Coordinator)

Apologies: KA, RT, LM, CE, GS, JE, SS, PL

Chair: SR

Putneymead (PGMP) Representative: Kieron Stewart – KS (Chief Operating Officer), Sean Muncer – SM (IT & Digital Transformation Lead)

1. An Introduction to the role of the Wandsworth Digital Care Coordinator by Andraya Catlyn

2. NHS App uptake & usage

NHS App Uptake - March 2024

61% of Putneymead's patients are using the NHS App which aligns with the Wandsworth average.

NHS App Usage - March 2024

11670 Putneymead patients logged into the NHS App

847 Putneymead patients ordered their repeat prescription on the NHS App

6490 Putneymead patients viewed their medical records via the NHS App

3. NHS App vs Patient Access

SM suggested that resources were being put into boosting functionality of NHS App, developed under Covid, it now offers a wider range of services.

Putneymead are considering using this app to communicate with patients instead of the costly AccuRx texting system. Putneymead are recommending patients turn on notifications on the NHS App to receive communications from the practice via this platform. There is currently a failsafe on the NHS App that should communications from practice to patient not be picked up within a set amount of time, it will resend the message to the patient as a text. For example, appointment reminders notification s sent via the NHS App if unread will convert to a text message after 3hrs. Further exploration into the replying functionality, for instance to confirm appointments, is still needed.

Currently the NHS App and Patient Access sit alongside each other in essence offering the same service and access in the practice and patient medical records. The NHS App is the recommended app of use as more emphasis is being put on developing the capabilities of the app which we anticipate will result in a gradual phasing out of apps currently delivering the same service.

SM suggests the PPG lobby all government and senior health officials to speed up the process of allowing NHS App to join up to the patient portals which currently does not do, probably to lack of investment. SR will lobby Patient Association and local board via Wandsworth Patient Forum.

4. Visibility of results on digital platforms & Integrating GP patient records with hospitals

Each local hospital has its own patient portal on which, when registered, patients should be able to view their test results attached to that hospital. These portals range from My Care (St. George's) to Patient Knows Best (PKB) (Chelsea and Westminster, Charing Cross, and Epsom and St. Helier). In addition, patients can view results by logging into the NHS app, which is supposed to link with and open the hospital portal. This is working at St. George's and Chelsea but not across the board.

Patients using a portal that is used across multiple hospitals should not assume that the app/portal will have records from all hospitals visited or that hospitals are actively sharing and accessing patient medical records from visits to other hospitals. For example, a patient visiting one hospital for a blood test but then another for an appointment should not assume the follow-up hospital is aware of the blood test results.

The Patient Group shared their views, suggesting better data sharing functionality and full patient data being uploaded to one central system is essential to supporting patients with complex needs, allowing them to view and produce their results on their own app would save time and eliminate the necessity of repeating the same tests.

Hopefully, in the future, there will be a development where all hospitals will use portals for patient records that are compatible with each other, allowing easy sharing of patient medical records and enabling the patient to view their full medical records from general practice and secondary care.

SM reported that GPs can view patient tests in most hospitals via a 'window' system called Cerner, which allows some information to be seen.

It was agreed that the best action would be to inform the practice via the online form when going for a hospital appointment to warn the practice to look out for test results.

5. Chairs in Waiting Room [UPDATE]

Free standing chairs with arm support have been put in all waiting rooms.

6. Any other business

Info re email communicating with practice by allied health professionals.