

Patient Group Meeting Update

- New online services portal
 - **Update**
 - **Data from week 1**
 - **Next Steps**
 - **PPG feedback and questions**
- Practice website update
- Team Update
- Seasonal Flu and COVID-19 vaccinations update

- **New Online Services Portal - Update**

- Our new Online Services portal went live on **13 July 2022**.
- The new system ties in to the **expansion of our Duty Team** and the introduction of our **new Duty Room**.
- The new Duty Room sees the Duty Doctor and Advanced Clinical Practitioners **working together in the same space** to review and respond to **all urgent appointment requests**.
- Patients and the Reception Team submit requests to the Duty Team using the **same system**, so all requests have the same type of information about the patient.
- The **Duty Team** will respond to the patient by telephone, SMS (text) or in some cases email.
- Any patients who we need to see in a Face-to-Face appointment will be invited in and seen by the same team in one of two dedicated **accessible** Duty Rooms on the ground floor.
- New system has been **promoted** on practice website, Facebook, telephone system and within practice.

- **New Online Services Portal – Data from week 1**
 - Data covers **Weds 13.07.2022 to Fri 15.07.2022** (3 days)
 - **172** submissions were received through the system.
 - **121 (70%)** requests were **submitted directly by the patient**, **51 (30%)** were submitted on behalf of the patient **by the team**.
 - System **use increased each day**, with 60 submissions on the Friday and **73 so far on Monday 18 July 2022** (15:00pm).
 - **59%** of patients were supported by **telephone**, **29%** were supported by Face-to-Face appointment with the remaining patients contacted by text or email (as per their preference).
 - Condition mapping identified a **wide spread of clinical contacts** including Covid-19, Asthma, Generally unwell, common cold, UTI, coughs, colds, headaches, long-term condition complications, sickness and vomiting.

- **New Online Services Portal – Next Steps**
 - **Extended direct patient access** is being trialled between **14:00pm and 17:15pm** this week with further updates to follow.
 - **Sick note/GP certificate requests** will be added to the portal next week alongside **direct referral to the Wellbeing Team** (Social Prescribers and Health & Wellbeing Coach).
 - There was a **short system interruption** on our go-live day which enabled us to test business continuity. The practice reverted to the traditional triage list until the system became available again (operational again within about 45 minutes).

- **New Online Services Portal – Questions asked by PPG**
 - First, **thank you** for trialling the system and providing your feedback.
 - Overall, the feedback was **really positive** and **hugely appreciated**.
 - These are some of the **questions** asked:-
 - I was not able to access sick notes or the Wellbeing Team, why?
 - Could the drop down list of body parts be alphabetical?
 - The back button takes you back to the start!
 - What about all of the patients who do not use or are not confident on the internet?
 - Why does it take six or seven steps to submit?
 - Do you need the NHS number to locate the patient in your clinical system?
 - I'm not sure how many patients would know their NHS number, do you have to have it to submit?
 - Are there any plans for translation?
 - Can the description words for symptoms be changed or added to?
 - I couldn't remove a symptom once I had selected it.
 - Choosing when you are not available is a problem, could it be the other way round (i.e. when you are available?)

- **Practice website update**
 - Updated Practice website is **now live** with an **updated look** and pop-up box to access the new **Online Services**.
 - We are currently working through **updating and consolidating the content** on the website, so this will change further over the next week or so.
 - Further information about **different members of the team and what their roles** are and about is part of this update.

- **Team Update**
 - **John Grimwood** has joined the practice as our second **Advanced Care Practitioner** to join our Duty Team. We are currently recruiting our third Advanced Care Practitioner.
 - **Claire O’Riordan** has joined the practice as our new Practice Nurse.
 - **Lottie Morey** has moved across to support the Management Team
 - **Maureen** and **Deborah (number 4!)** have joined our Reception Team.
 - We are currently recruiting for a further **Practice Nurse** and **two** new colleagues to join our **Support Team**.

- **COVID-19 & Flu Vaccination Programme**

- We have recently received guidance for the **autumn Flu and COVID-19** vaccination campaigns.
- The **Flu vaccination** will again be offered to all patients **over 50** to align with the COVID-19 booster vaccination. Where possible, we will be looking to **co-administer** but further planning is need for this around vaccine availability and delivery dates.
- Flu vaccinations for patients 65+ and those 65- with **long-term health conditions** will continue as normal.
- COVID-19 vaccinations are likely to fall due to all of the **same groups of patients covered by the Spring booster campaign**. Invites may be staggered to manage the flow and we still await further guidance on this.
- Further updates and information will follow when we know more.