**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Tuesday 27th June 2017 – 18.00 – Library, Newton Drive Health Centre**

**Present:** Miss Vicky Greenwood (VG), Mrs Lindsey Smethurst (LS),

Mrs Donna Jackson (DJ), Mr Michael Martin (MM)

**In Attendance:** Mr Chris Casey (CC)

1. **Actions /Feedback from Previous Meeting**

There were no outstanding actions from the previous meeting.

1. **New Actions**

*Cyber Attack Debrief* - CC explained what happened on 12th May 2017 in relation to the national cyber-attack on the NHS. The practice lost all IT services from 13:00 on Friday 12th May until the morning of Tuesday 16th May. We lost a third of our computers for over a week and many of our services were running at limited capacity. The practice prioritised getting a working PC for all clinicians. Very few patients had their appointments cancelled; only the GP registrar appointments had to be cancelled. The surgery was able to remain open. Services are now back to normal service but we are noticing restrictions on some IT access. The possibility remains that an event of this nature could happen again and the practice is planning a debrief session to assess how we dealt with this incident and if we can learn any lessons on how to deal with it again in future. The threat of a cyber-attack remains, and we have had several updates about possible incidents since the event in May.

The PPG asked if there was any possibility of any Patient Data being obtained via the cyber-attack. CC confirmed that IT Services had said very early on that no data had been obtained and that patient information was safe. The virus was intended to encrypt data (restrict the owners access for ransom) rather than copy or steal it.

*‘Envisage’ Patient Information Screen* – Coincidentally our patient waiting screen stopped working shortly before the cyber-attack. The PC that controls the waiting room screen was not replaced until a planned upgrade in the first week of June. The upgraded system gives us better access and greater flexibility in terms of the advertising we use on it. We are currently alternating between the radio and advertising / health information videos. DJ wanted to check if the screen has kept its settings that the PPG had previously discussed in relation to confidentiality, in particular, patients who are seeing the midwife. CC confirmed that the system had kept all its previous settings and the pseudonym for the midwife has remained on the system.

*Digital Transformation Fund and ‘Facebook’–* The practice is taking part in the Digital Transformation Project, a programme intended to support practices with their digital profile and to promote online services. The Commissioning Support Unit (CSU) are helping the practice promote patient access, and although we already have good uptake, with more than 30% of patients registered for patient access, we are trying to actively promote those services. CSU staff have been into the practice to talk to patients and promote online access.

In addition to this NHS England is providing support for practices to create a Facebook page and set them up appropriately. This may also provide a platform for us to have a wider ‘virtual’ patient group, or just encourage more feedback and comments. It may also provide us a method to hold an online Question and Answer session. Something that the practice and the PPG liked the idea of some time ago, but problems with information governance and privacy had prevented us taking it any further.

VG asked if Facebook was still as popular as it used to be. It is still one of the main social media platforms, along with Twitter and Instagram but Facebook is now used more as a news feed than a social networking site. It may provide a way to get in contact with a different group of patients. The PPG are happy to try it.

CC asked if any of the group would be interested in being part of a professional photo shoot that will be used to promote and create a local advertising campaign for our Facebook page. **Action: Please just let CC know if you wish to be involved.**

*Phone Reports -* Due to a few technical difficulties we haven’t been able to analyse the phone reports since the end of April. We are currently running the reports for May and June and will be able to provide an update at the next meeting.

*Medical Messenger* – this is a new piece of software that the practice has invested in, the software will replace our current text message service. At present the system only sends text to confirm or remind patients about appointments. However, the new software will aslo add in the option to reply and cancel that appointment. We can also send individual, personalised texts to patients, and we can send bulk advertising, or recall notifications e.g. NHS Health Check invitations or Annual Health Checks. The system will also integrate email and postal invitations.

1. **Any Other Business**

VG asked about the message that shows up on Patient Access, asked whether we could customise this, instead or as well as using the prescription message on paper copies. **Action: CC will confirm whether we can amend this message.**

VG also said that patient access had been offering her the choice of urgent or routine appointments. **UPDATE: CC has checked this, the system shows an option when multiple appointment types are offered, we normally only offer routine appointments, however some urgent appointments, that are normally saved for the on call GP to use, had been made available to book online – that’s why the option of both appointment types were showing.**

1. **Standing Agenda Items**

**Staff**

Dr Maria Wroblewska is leaving the practice at the end of July. The practice is not looking to introduce a new GP partner, but we will be trying to recruit a salaried GP to fill the clinical time.

We will also have a regular stream of GP Trainees over the coming years. They are in their second year of GP training. Their placements typically last around 6 – 12 months.

**Prescription Message**

N/A

**Patient Suggestions**

There we no patient suggestions this month – the PPG asked that the practice actively promote the F&F Test and that staff and clinicians are handing these out to patients.

**The next meeting is Tuesday 8th August 18:00 at Newton Drive Health Centre.**