

**Patient Participation Group (PPG) Chair & Practice Manager Virtual Meeting 18.06.2021**

**Staff Attended:** Sharon Ryan (SR) – Practice Manager  
 Michelle McDonagh (MMCD) – Practice PPG Lead  
**PPG Chair:** Joyce Green (JG)

**Agenda Item 1: eConsult**

eConsult enables Practices to offer online consultations to their patients along with NHS self-help information, signposting to services and a symptom checker. A completed eConsult is received by the eHub who direct the query to the most appropriate service i.e. GP for telephone/face-to-face appointment, Admin for letters, Pharmacist, MSK for physiotherapy etc.

eConsult is the preferred method for contacting the Practice and is the quickest route for patients to have their query / request dealt with. The practice wants to launch this more proactively to all patients as soon as possible – target is August / September as a new and more efficient way to manage and navigate the patient journey as a result of the pandemic

It is noted that the question form is long and some questions may appear irrelevant in some circumstances. It is also noted that eConsult may not be available to everyone depending on internet access and telephone contact will continue in these circumstances.

The Practice would like to invite PPG members to join a small online working group to review the eConsult process from a patients’ perspective and to help with marketing to the wider patient population.

**Agenda Item 2: PPG / Patient Meetings - 2021**

The patient Open Meeting which usually take place in November following an annual patient survey will not be held in 2021.

The possibility of a virtual PPG meeting will be reviewed later this year with a view to holding in 2022.

**Agenda Item 3: Patient Communications – 2021**

Discussed items for addition to future PPG Newsletter:

- Update regarding Covid-19 vaccination progress
- Reminder to patients for respectful treatment of staff

**Agenda Item 4: General Updates**

- **Appointments:**  
 GP appointments are booked by the GP following receipt of eConsult or telephone consultation.  
 Healthcare Assistant and Practice Nurse appointments are running as normal i.e. blood tests, healthcare reviews, Wound Care etc.
- **Telephone System:**  
 A new Telephone system has been implemented with more lines available. The call logs can be viewed in real time which allows the reception team to monitor number of calls waiting, wait times, abandoned calls etc. This allows the team to prioritise staff cover during busy periods.
- **Repeat Medication:**  
 The majority of repeat medication requests are received via online services or eConsult

**Action Points**

eConsult	▪ MMCD to contact the PPG group and invite volunteers to a small online working group. The working group will meet remotely.
Phone Message	▪ SR to send JG text of Phone message for review from a patients perspective – SR Actioned 18.06.21
PPG Newsletter	▪ JG/MMCD/SR to review date for future newsletter