

Dudley and Netherton PPG – 27 June 2024

- The PPG had an attendance of 14 patients with 8 out of the 11 practices represented.
- The meeting was held from 1pm to 3pm at DY1 Building.
- The theme for the PPG was care navigation and additional services/ roles.
- There were 4 tables who discussed the same questions as the access questionnaire that was sent out to patients.
 1. Have you already used, or would you use any of the services mentioned today?
 2. What do you think is the best way to promote new services?
 3. What would you like to discuss at PPG?

The below are the themes from the table discussions at the PPG:

Q1. Have you already used, or would you use any of the services mentioned today?

Some patients that attended had used all the services presented at the PPG and said they found them useful. However, physio service is only good if its new issue and not existing.

There were some questions during the meeting relating to pharmacy first and how they can access and share information between pharmacies and practices. The hopes to be a system in place towards the end of this year to provide better data sharing between pharmacies and practices.

During care navigation discussions there was conversations about digital exclusion and how patients who are no using digital platforms seems to be forgotten in terms of communication. Newsletter will be circulated shortly, and this will also include information being passed on to our housebound patients through the PCN housebound team.

Also advised system coming into place this year to allow patient records to capture preferred method of contact so non digital patients can be flagged.

NHS APP – some discussion about usage of the app vs patient access app – attendees said would be useful to understand more about the apps available.

Q2. What do you think is the best way to promote new services?

Attendees advised through leaflets- bring some to PPG events, share into community settings such a libraries/ schools and community groups and within practices. There was mention of adding notes onto people prescriptions for a service.

Leaflets should be given to patients on all the services available when they come into practice, displayed on websites/ patient access and TV screens in practices.

Q3. What would you like to discuss at PPG?

The PPG advised they would like possible future PPGs on:

- NHS APP vs Patient Access
- Menopause
- Information of patient records and data sharing

Other points:

Additional points that were raised by the PPG members were that with the older population there is now little continuity of care for patients and don't often see the same clinicians and they digital excluded with little support on how to access information/ services.

They also asked if information for these meetings could be shared – we discussed possible options to add PPG sections onto practice websites.

Key Actions:

Following the feedback from the PPG members the PCN will be reviewing the below themes and create actions plans to try to improve on some of the areas highlighted:

Action	Aim	When
Review how to support those digitally excluded.	To enable information distribution to all patients in various different forms and accessible from different locations.	By September review ways in which we communicate and ensure this is inclusive.
Digital Workshop	To provide accessibility and understanding to those who want to access online platforms or apps	Work with Practices and ICB to hold specific events during Q3.
Patient information.	Leaflets available for all PCN services	Creation and collation of leaflets by end of Q2.
PPG information	Create distribution of PPG meetings and space on websites. Also need in different languages.	Discuss and review options with practices by next PPG in November
PPG Theme	Agree PPG theme	November 2024.