**Minutes of PPG Meeting**

**Date:** 12/09/2024  
**Time:** 1pm  
**Location:** Hampton Medical Centre  
**Attendees:** 10 patients attended including PPG Chair Diane Salkilld & Philippa Leary from NHS App

Dr Nunes welcomed attendees and introduced Phillipa. Dr Nunes informed attendees that Cynthia’s role has been made redundant and there have been 3 senior admin staff appointed to cover aspects of Cynthia’s role. Dr Nunes introduced one of the senior admin staff, Chloe, who deals with complaints and managing the back-office admin team.

**1. NHS App**

* Philippa will create a flyer or leaflet for patients regarding the NHS App.
* Key features of the NHS App include access to medical records, test results, appointment reminders, vaccine history, and prescriptions.
* Philippa will attend RSV and Flu vaccine clinics to discuss the NHS App further.
* A FAQ section for the NHS App will be developed, like the one for Accurx.
* Note: Hospitals such as Kingston have separate portals and their documents will not appear on the NHS App unless sent to us.

**2. Proxy User Access**

* Proxy access, granted by the GP surgery, allows parents and caretakers to access medical records for children and disabled/elderly patients.
* NHS guidelines suggest that 13-year-olds can access their own records, pending GP review.
* At age 16, proxy access for parents will be removed, and parents will be notified.
* All proxy user requests must be submitted in writing.

**3. HMC Website Updates**

* The website will be updated to ensure it is CQC compliant and is expected to go live on 01.10.2024.
* Improvements will be made to enhance user-friendliness and reduce the number of colourful squares on the homepage.
* The updated website will align with the standard format of other GPs in the Richmond borough.
* Patient feedback on the new website will be appreciated after it has gone live.

**4. Accurx and Text Messaging**

* Accurx implementation faced issues due to limited text message allowances negotiated by South West London.
* The practice now incurs charges for excess texts and we have updated message templates to a single fragment.
* Text messaging through the NHS App is being implemented to encourage app usage.
* Appointment reminder text messages will continue to avoid increased DNAs.

**5. Use of Other Apps**

* Attendees mentioned using different apps like Patient Access and My GP, however you do not need to use all of them and should be able to find everything in the NHS App.
* Please could you respond to this email with the apps that you use so we can evaluate their benefits and conflicts. We will advise on the apps to delete once we have conducted the relevant research.

**6. Patient Numbers**

* Dr. Nunes reported that patient numbers have remained around 11,450, down from 12,500.
* Increased awareness of our services may help improve patient numbers.

**7. Accurx Feedback**

* Dr. Nunes noted that while Accurx is generally effective, issues arise with patients not providing accurate information which can be difficult for the allocating GP.

**8. A.O.B**

* There are changes coming from NHS England regarding the number of patients a GP should see in a session.
* Dr Koka can attend the PPG meeting to discuss the marketing of the practice.

**9. Training Practice**

* Our surgery welcomes Brunel University students and registrar doctors.
* The two current registrars are performing well, and we are keen to retain them post-placement.

**10. Next Meeting**

* Date and time for the next meeting: Wednesday 20th November at 7.30pm