

## **Notes and Action Points from the NLS PPG Meeting held on Wednesday 29 January 2020**

Present: YN MH JM JB IB

Apologies: JW SR

- 1 YN welcomed everyone to the first meeting of 2020
- 2 Review of previous APs: 24 – Autumn newsletter- discharged  
25 – collection of mobile phone nos – discharged
- 3 Telephone Access – MH reported that phone lines continue to be very busy – patients are encouraged to use on line access wherever possible; the new phone system has slightly eased the situation
- 4 EMIS – the changeover to the new clinical system has gone well and patients are being encouraged to re-register for on line access. The Practice is considering implementing the econsult facility and will trial this in the near future.
- 5 2019 Flu season –the 2 Saturday clinics were very successful with the majority of the target groups attending. The Practice had also held a number of additional clinics
- 6 NHS APP – the group discussed the advantages of using this App and agreed that patients would benefit from downloading it and using it for medication ordering and appointment booking. PPG members would be happy to help patients with downloading the app by maybe having a helpdesk at NLS in the reception area.  
AP26 – PPG team
- 7 AOB
  - 7.1 Coronavirus – the Practice is receiving regular updates from Dept of Health in relation to this.
  - 7.2 Changes to the healthcare team – a Nurse Practitioner has

Clinics on Monday afternoons and Wednesday and Thursday mornings. These clinics have increased appointment availability and have been very popular with patients. The Practice has a new pharmacy technician.

8 Date of next meeting - TBA