

Kings Head Medical Practice

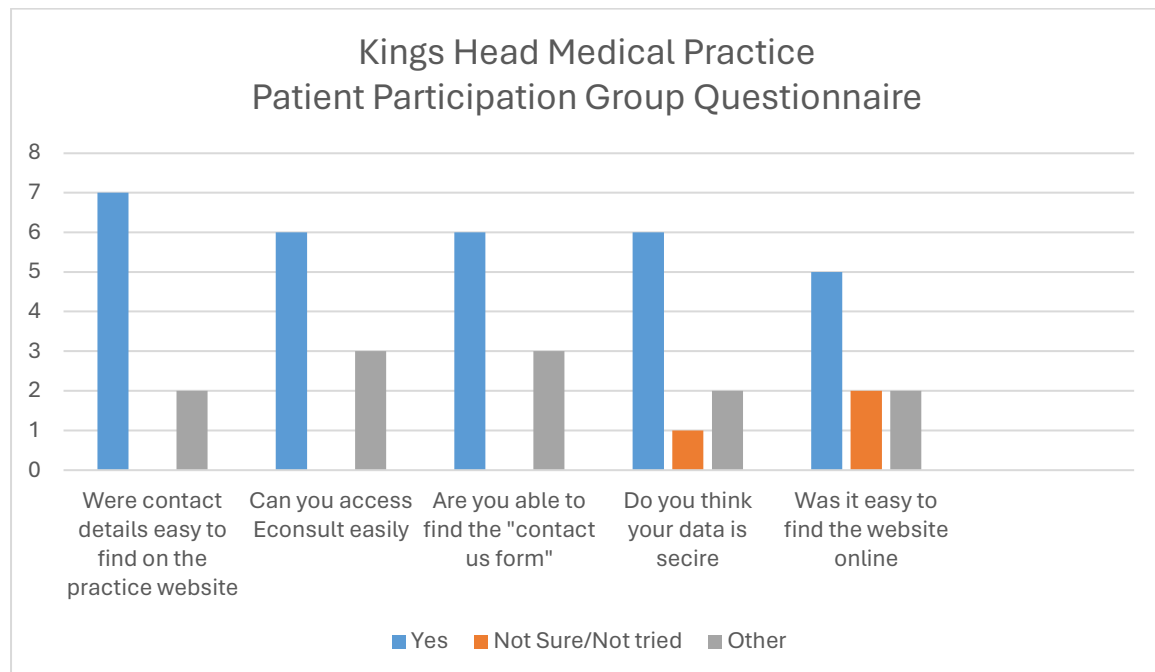
Patient Participation Group (PPG) Meeting

5th March 2024

PLAN

A two hour drop in session was held at the practice, in which we focused on our practice website and online access. An independent borough digital facilitator, Sharon, and 2 practice staff members were in attendance to assist with any questions and feedback from the patients and to assist patients in accessing the website and online services. The patients who attended the drop-in session were mainly from the white British, elderly cohort, which is the main demographic of our patient population. Sharon has offered to return to the practice to assist patients and offer guidance for the website and online services if required.

FEEDBACK



OUTCOME

The meeting highlighted that most patients are comfortable using and navigating their way around the practice website. A concern was raised that if the practice is encouraging patients to use the online services would staffing levels be reduced. The patient was re-assured that staffing levels will not be reduced due to online services being provided, it is simply another option which can be more convenient for patients by negating the need to attend or call the practice. The reception staff will be providing the same service and patients can continue to call or attend the practice. One patient commented that she would not usually have used online services, however a fellow patient showed her the website and online services on his phone and she felt more confident to be able to utilise this with some help.

COMMENTS

The following comments were received from some of the patients:

“Staff are brilliant, satisfied with the service, don’t do online”

“Everything is easy to navigate but I do prefer to speak with someone”

“Great patient care”

“I’m not very good with the internet but in spite of this my appreciation of the surgery and all it offers is first class”

CONCLUSION

Overall the feedback received regarding the practice website was positive with some patients gaining the confidence to start to use it. There was no indication that changes to the website are currently needed. We are planning to work with our PPG group to arrange another date in the near future, following the success of this meeting. This will help support our patients with the NHS wide agenda to move towards offering greater services and access online.