

BEECHWOOD MEDICAL CENTRE
Brief summary notes from a PPG meeting held on
Friday 13 September 2019

1. Welcome and opening remarks

Dr Nathans welcomed everyone to the meeting

2. Minutes from the previous meeting

The previous minutes were agreed as a correct record

3. Discussion

Dr Nathans explained the new on line consultation called econsult - We are on track for the practice to go 'Live' on Tuesday 17th September 2019.

eConsult is an online consultation platform found in the practice website. This will give the practice and the patients much more flexibility in the way the practice interact while at the same time helps to free up valuable resources.

Patients use eConsult to ask for advice about their condition online.

It is specifically designed for report closure and has red-flags built into the system so really sick patients do not use the system.

It has over 100 condition specific and administrative templates for admin requests and patients can be signposted to other self-referral service e.g. local IAPT service for mental health conditions.

The system has integrated scoring, e.g. patients with mental health conditions are presented with GAD7 and PHQ9 scoring system.

Patients can upload a photo for eye, skin and mouth conditions. eConsult also has a one-way secure messaging system so Practices can also respond back to patients via email. eConsult is on our practice website.

There is also another form of consultation called Group Consultation part of the CCG's long term condition strategy. Group consultations are 1:1 consultations delivered by a clinician in a supportive peer group setting, with other patients. An alternative to one-to-one consultations, group consultations can replace one-to-one annual reviews and routine follow up and offer a highly efficient and person centred way to deliver planned clinical care, particularly for people living with long term conditions. In the group listening in and learning from one

another.

- JE informed that the practice online access has reached 35% over the target.
- Patients suggested digital lock for the toilet
- Dr N suggested educating patients about A & E attendances or frequent attendees.

4. Feedback:

5. Any other business

Nothing to report.

The next meeting will be confirmed by phone and dates agreed by the group