**Patient Panel Group Meeting Minutes**

**28th March 2024**

**Additional Role Reimbursement Scheme**

* The meeting commenced with a welcome and introduction by Nafisa, the chairperson of the panel.
* The main topic discussed was the Additional Roles Reimbursement Scheme. The group reviewed the current status of the scheme and its impact on the panel.
* Nafisa presented an overview of the scheme, including the types of roles eligible for reimbursement and the funding mechanisms involved.
* There was a detailed discussion on how the scheme has been implemented so far and the challenges encountered by panel members.
* Several members shared their experiences and the benefits they have observed, including improved patient care and support for staff.
* Concerns were raised about the sustainability of the scheme and the need for ongoing support and funding.
* Suggestions were made for improving the scheme, including more transparent communication and streamlined processes.
* Members of our team have expressed a desire for reduced use of acronyms within NHS terminology. To ensure clarity and enhance understanding, we are committed to breaking down these terms into plain English. This effort is aimed at making our communications more accessible to everyone, regardless of their familiarity with NHS jargon.

**Pharmacy First Service**

* The concept of allowing trained pharmacists to handle minor ailments directly was extensively discussed. It was noted that this could lead to quicker, more efficient patient care and potentially decrease unnecessary doctor visit.
* The procedure for pharmacists to issue medications directly and the use of the FP60 prescription form were main topics.
* The group discussed scenarios where patients might be unwilling to pay for over-the-counter medications suggested by pharmacists. It was proposed that in such cases, general practitioners (GPs) could be approached to prescribe these on an FP60 form, allowing the patient to receive the medication free of charge.
* Concerns were raised about the implications of this approach, including the potential for increased demand on GPs and the ethical considerations of shifting costs from patients to the healthcare system.

**NHS App Utilisation**

Patients from the older age group are experiencing difficulties navigating and engaging with the NHS app due to limited IT skills. It has been suggested to organize an IT Skills Day to help patients better engage with the ongoing IT transformation within the NHS.

Benefit of this would be:

* Increased patient engagement and satisfaction due to easier access to digital health services.
* Decreased administrative load on practice staff as more patients handle routine tasks through the app.
* Improved health outcomes as patients engage more regularly with their health data and services.

By implementing this training program, the practice can significantly improve digital access to healthcare for its less IT-fluent patients, ultimately leading to a better-informed patient base and enhanced efficiency in healthcare management.

**Practice Survey Results**

We recently reviewed the results of our patient satisfaction survey and are pleased to report high levels of patient satisfaction. We are committed to maintaining our strengths in care quality and service. A key insight from the survey is that our website needs improvements. We are currently underway with efforts to create a more informative and user-friendly website. Our actions include revamping the website to enhance navigation, accessibility, and the availability of comprehensive health information. We aim to complete these improvements within the next three months.

This version is clearer and more professional, suitable for communicating important updates and actions based on the survey results.

Next Meeting will be within 4 Months.