



The James Cochrane Practice

Patient Group Meeting
Tuesday 19th April 2022

Minutes

Attendees

Victoria Taylor (VT) – Patient Services Manager (JCP)
Emma Turner (ET) – Operations Manager (JCP)
Members of the JCP Patient Group (PG member) x 7

1. Welcome and Introductions

- VT thanked everyone for their time and introduced herself and ET
- VT outlined purpose of the meeting:
 - Introduce AccuRx:
 - A recap 2019/2020
 - Why are we changing?
 - Why AccuRx?
 - Data Security
 - What will it mean for patients? Demonstration.
 - Questions/feedback

2. Recap from last meeting

- Formal review of AskMyGP Involving patients and staff, found people either loved it or loathed it
 - Positives - quick response, another way of contacting us
 - Negatives - how we used the system
- Review drove changes (changed from urgent requests that can be sent through at any time of day, to routine requests and only available when we were open)
- Started to look at alternative systems in October 2020 – wanted to keep online consultation but needed a product that delivered what patients needed

3. Why are we changing?

- Wanted to keep the function
- AskMyGP historic technical problems, not always quickly resolved
- Morecambe Bay Primary Care Collaborative and The Health Foundation conducted a digital product review last year, AccuRx came out well
- Already using AccuRx in practice for text messages – online consultations is a bolt on to that

4. Why AccuRx?

- VT/ET outlined benefits of AccuRx and limitations of AskMyGP:
- **AccuRx:**
 - Integrates with clinical system – links to your medical record, request goes into patient record with the click of a button
 - Has more options for turning on/off when we have high pressure and it's a safe decision to do so (turn on an out of hours message; temporarily disable medical contacts only; temporarily disable all contacts) which gives us more flexibility
 - Better value, and CCG discussions around a contract with AccuRx, which will mean more practices will start to use it – digital solutions are the direction of travel across Morecambe Bay
 - Contact patient via text message or preferred method of contact
 - Much more friendly interface, easier to use
 - Much clearer that its for non-urgent queries only, clear not to use if you have one of the red flag symptoms



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- Branding - wont see the name “AccuRx” when its on our website, will just see “contact us online” which is a much clearer message
- Already using AccuRx for text messaging, so feel comfortable and confident with them

- **AskMyGP:**

- Patients using for urgent requests – safety issue. Staffing should be resourced for answering urgent telephone calls, and non-urgent online requests; but currently using capacity from telephones to respond to urgent requests through AskMyGP
- Doesn't integrate with clinical system, copying and pasting into the clinical record means increased workload, small margin for error
- Options are to turn on, or turn off
- More expensive
- Duplication in texting patient to ask them to check email (don't check email as readily as text)
- Branding not consistent with how we use the system

5. Data Security

- There were quite a few questions about data security following initial email
- AccuRx are a technology company that provide software to healthcare providers across the NHS
- Data is encrypted when its in transit and when its stored – VT highlighted the importance of making this clear in patient information
- 2-step authentication (optional) provides extra security step

6. How Patients Contact Us

- ET introduced a summary of how patient behaviour when contacting the Practice has changed over 2019/2020/2021
- Ongoing trend no. of phone calls going up, and number of online requests going down
- Need to ensure we have our Care Navigator capacity for answering urgent telephone calls, but available to respond to non-urgent AccuRx online requests – prioritise staffing appropriately
- Being able to gather this information easily and use it is a benefit

7. What Will it Mean for Patients?

- VT shared an image of how the website will look with the new banner at the top to replace AskMyGP link, which will be the main way for patients to access the service
- Practice will send a text message to all patients in advance
- Can be used on any device with internet access, no log in required
- Highlighted patients can still contact the practice by phone or by coming in
- ET/VT went through a demonstration of a new query, highlighted that patients can do it for themselves or someone they care for

8. Spreading the Word

- VT/ET described this as an “update” rather than a large system change, just a new interface
- Updating the link on website, sending a text message to all patients
- AskMyGP will show a forwarding message for 1 month following the update

9. PG member questions/thoughts/comments



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- *PG member asked if AccuRx will work in all search engines*
ET clarified that AccuRx will work across all search engines. (update – we have since confirmed this with AccuRx)
- *PG member asked if AccuRx can be accessed through Patient Access?*
VT clarified that Patient Access is a separate system (as is the NHS app etc.)
- *PG member asked for clarification that contacting the practice online via AccuRx is for non-urgent queries only, and that patients with urgent queries should phone the practice*
ET explained that patients can phone the practice with all queries, but that patients should phone with any urgent queries (if they feel they need to be seen the same day)
VT highlighted that the response time for queries coming through AccuRx is set at 2 working days, however the response to a phone call is much quicker. Practice feel that AccuRx makes that much clearer than AskMyGP
- *PG member expressed that its difficult to know what is urgent, and the list of ‘red flag’ symptoms does not include symptoms of Sepsis, or if you’ve recently been discharged from hospital*
ET will feed this back to AccuRx (update – done)
- *PG member asked for clarification on response time – 2 working days?*
ET clarified the response time is configurable by the practice and is set to 2 working days, will be monitored
- *PG member asked if there will be automated responses with AccuRx*
ET clarified there is an automated text response to acknowledge patient request
- *PG member queried what will happen if there are technical problems*
There is always a possibility of technical issues, but the practice will be led by the AccuRx team in resolving and will ensure contingency in place for patients. AccuRx have been responsive in highlighting and resolving any technical issues quickly.
- *PG member highlighted concern that something urgent could get missed in 2 working day window*
ET clarified that the automated response message provides a safety net advising patients to contact the practice, 111 or 999 in the event of becoming very unwell in the interim
- *PG member highlighted that they would rather know that they were contacting their GP than “contact us online...NHS”*
ET shared that as link is on our website, it’s felt it’s clear that the request is coming to the practice
- *PG member asked if there is a third option for gender when submitting an online query*
ET and VT shared a demonstration and highlighted that there is an option for “other” which is further explained if selected
- *PG member asked about the possibility of sending a letter to every patient*
ET and VT highlighted that they are looking at using other ways of engaging with patients – newsletter would be good in this instance, will be using lots of other methods to inform patients
- *PG member highlighted downward trend for patients using online, asked if practice envisage a change to an upward trend for online*
ET explained there is no agenda to influence how patients contact us. Practice currently have a full time member of staff monitoring AskMyGP, but moving to AccuRx will ensure that we can use our staffing resource appropriately to prioritise answering our telephones at peak times



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- *PG member shared that she will try the system after stopping using AskMyGP, feels people will start to use it again provided the service is good and people get the correct responses*
- *PG member highlighted in AskMyGP patient could only tick one response mechanism, asked for clarification if clinician would call if they felt it more appropriate – if another mechanism was selected*
ET clarified that the clinician would use a more appropriate method of contact if they felt the patient needed to be spoken to sooner
- *PG member asked for clarification that if patient submits a request online but does not have a smartphone, will they still receive a text message*
Confirmed, yes.

10. Patient Engagement

- VT highlighted the different methods available to the practice to engage with patients and connect with the community, and have meaningful dialogue with patients
- VT asked PG members to consider this, and share any ideas with VT as its an area of development for the practice

11. Next steps

- VT highlighted PG members can email with anything they've missed/forgotten mbccg.surgeryinfo.jcp@nhs.net
- VT asked patient group if they would be happy for comments to be shared anonymously with Practice team, and if not then please let her know
- VT will circulate minutes
- Next meeting – date TBC
- VT thanked everybody for taking time out of their day to join the meeting, really appreciated by the Practice, especially at such short notice