

Cover Note from Merton Medical Practice

We are grateful to Merton Health (specifically Mr Kohli & Mr Woodman) for undertaking this PPG meeting and inviting patients from across our PCN.

28 patients from Merton Medical Practice attended this meeting. Based on this report's feedback, the practice has undertaken the following actions:

- Our in-house admin digital enabler has undertaken further sessions since this event to support digital upskilling of our patient population.
- Waiting room posters highlighting benefits of how to use NHS app including how to seek support has been shared.
- Staff continue to utilise Enhanced Access appointments appropriately and in conjunction with the triaging clinician (and as per patient preference alongside clinical need).

PATIENT PARTICIPATION GROUP (PPG) REPORT

AUGUST 2025

DIGITAL DAY OUT



“Showing Patients How to Access Digital Tools to improve their health.”

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Background and Purpose

The Digital Day out was done with the Patient Participation Group of Practices in North Merton PCN to support Capacity and Access as per national patient feedback:

- Patients finding it hard getting through on the telephone: The Digital Day Out has made patients aware that they can use the NHS APP to order repeat prescriptions, start online consultations and view medical records. Utilising the NHS app for above is expected to reduce telephone calls to surgery resulting in more capacity at the GP Surgery to answer other calls quicker and prioritise clinical need for those unable to use the app.
- To support PCNs for their capacity and access domains so that, “Practices have a plan in place for increased use of online consultation, where applicable, with a particular focus on those practices with low online consultation rates”- The Digital Day Out was a patient experience programme, which demonstrated the use of online consultations. The event helped many members of the patient participation group to get better knowledge on how online consultations should be used for non-urgent appointments.
- “Ensuring equity of patient experience of access for all patient groups in order to address health inequalities.”- Some of the patients who attended the Day Digital Day Out, were new to the United Kingdom and did not have English as their first language. The Digital Day Out attracted patients who were recognised as having health inequalities, including limited digital skills. Many patients who came into the health inequality category, verbally fed back that this was their first time learning about the G.P. practice and they had not been contacted by their surgery before. They felt happy that their practice was forward-thinking and addressing the inequalities they were falling into.

“Brilliant Information”

Patient from Merton Medical Practice

Methodology

We wanted to invite those patients from the following surgeries:

- Mitcham Family Practice
- Merton Medical Practice
- Mitcham Medical Centre
- Riverhouse Medical Practice

We looked at patients who had some digital knowledge, as those who had no smartphones or e-mail addresses, were unlikely to attend. From Emis Web, we ran searches to identify which patients had an e-mail address and a smartphone, and who had some contact with the G.P. surgery in the last 12 months but not necessarily invited or visited the surgery.

Patients were then e-mailed two weeks before the Digital Day Out. E-mails got a response within 48 hours. We sent a blanket message with personalised messages based on their ethnicity as recorded by the practice.

Locations:

The PPG was held in-person inside the meeting room at Mitcham Family Practice, which was agreed with the practice manager, Savita Lall, and at PCN Board level to ensure equity amongst member practices. The members of the Patient Participation Group came on Saturday 30th August 2025. We gave food and repeated four hourly sessions at the following times:

11:00-12:00

12:30-13:30

14:15-15:15

15:45-16:45

“Loads of information was provided today, if it was on the website, it would be very helpful.”

Patient from Mitcham Medical Centre

Format of the programme:

The Digital Day Out was an interactive day, where patients:

- Introduced themselves.
- Learnt about the NHS APP and how to download it if they have not done so.
- Proxy Access.
- Learn about healthcare apps provided by a company called Orcha, which has been verified by NHS England.
- Told about ARRS staff.
- Being told about the Enhanced Access, and how they can book appointments to help with capacity problems faced at the practice.
- Told about Practice Websites.
- Informed about the stress the GPs face.
- Question time from the patients.
- Feedback questionnaire to be filled.

The Digital Day Out was very much a two-way event, where patients got to learn about the hard pressures facing general practice, and patient concerns regarding access. The whole session lasted approximately 75 minutes. Lunch was also provided.



“I will now use the NHS APP, after today’s session.”

Patient from Mitcham Family Practice

Flyer Sent to Invite Patients:

The header of the flyer features a background image of a person's face partially obscured by digital interface elements like a calendar and data charts. The text is centered and reads:

Digital Day Out

SATURDAY 30TH AUGUST

Mitcham Family Practice
55 Mortimer Road, Mitcham CR4 3HS

BY INVITATION ONLY

e-mail to confirm attendance:
swlicb.digital@nhs.net

Light Lunch Provided

The main body of the flyer has a blue background. On the left, white text reads:

We're here for you evenings and weekends

. On the right, there is a photo of three NHS staff members (two women and one man) in blue scrubs, with the NHS logo in the top right corner. Below this is a black horizontal bar with the text 'Learn About' in white. Underneath, there are two columns of text flanking a central image. The left column lists: 'New Appointments', 'New Staff', and 'Digital Transformation'. The right column lists: 'THE NHS APP', 'Health Care Apps', and 'Video Consultations'. The central image shows a person's hands using a smartphone and a tablet displaying a video consultation with a doctor.

Colliers Wood Surgery

Merton Medical Practice

Mitcham Family Practice

Mitcham Medical Centre

Riverhouse Medical Practice

Data Analysis: Data from feedback forms and sign-in sheets, completed by members of the PPG.

Figure 1: Patient feedback regarding their preferred learning needs

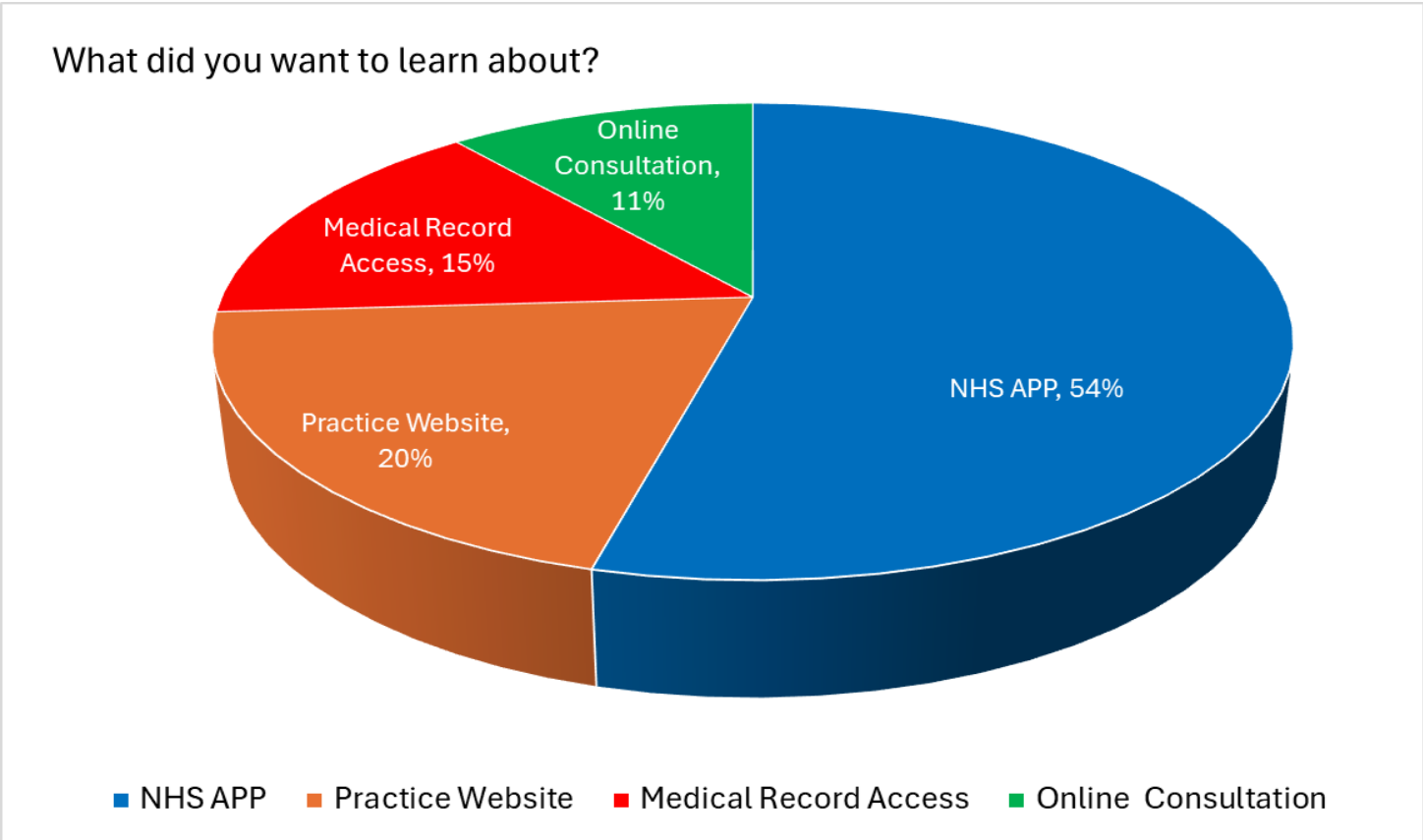


Figure 2: Patient feedback regarding their preferred learning needs.

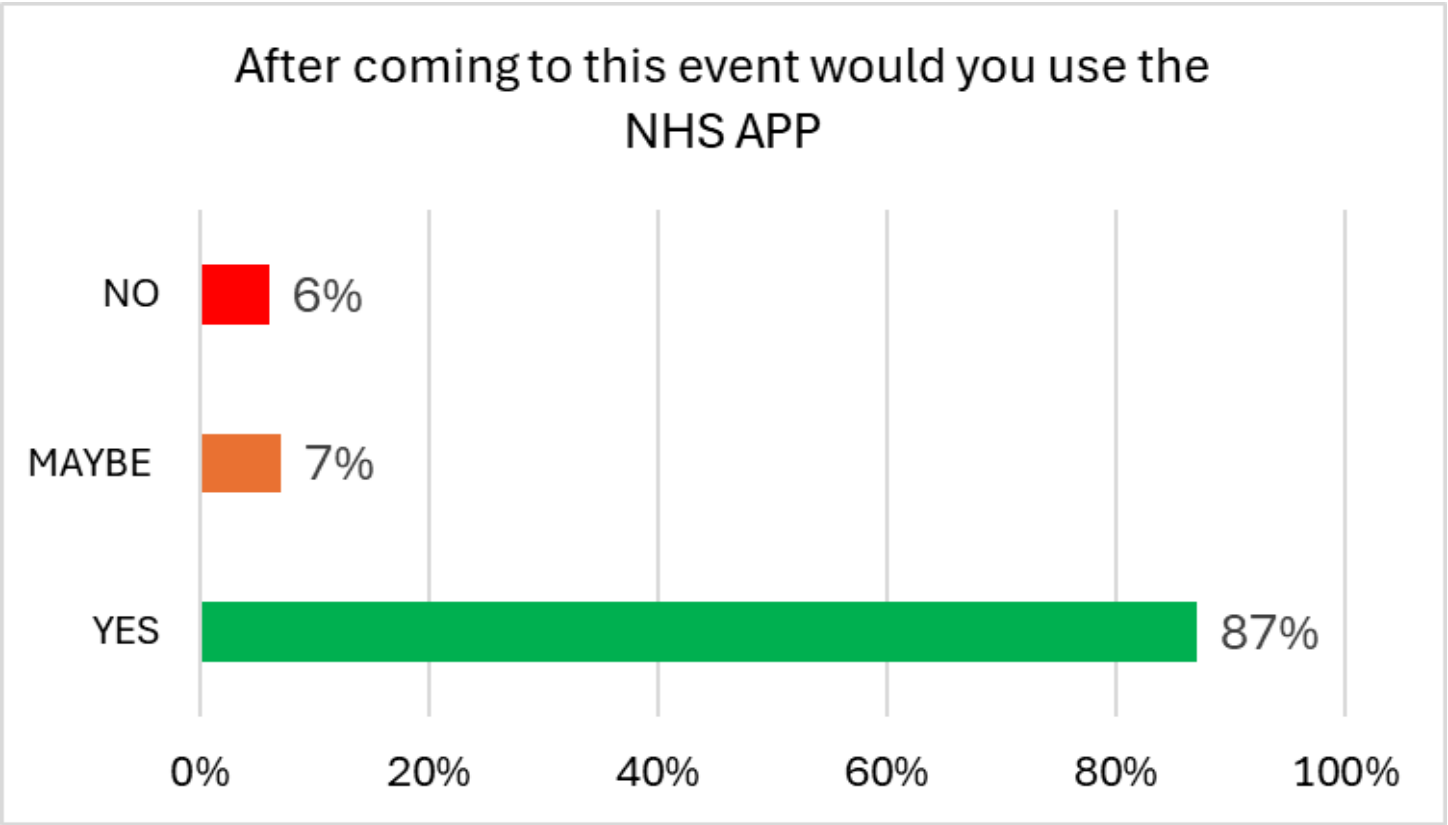


Figure 3: NHS App and patient user preferences

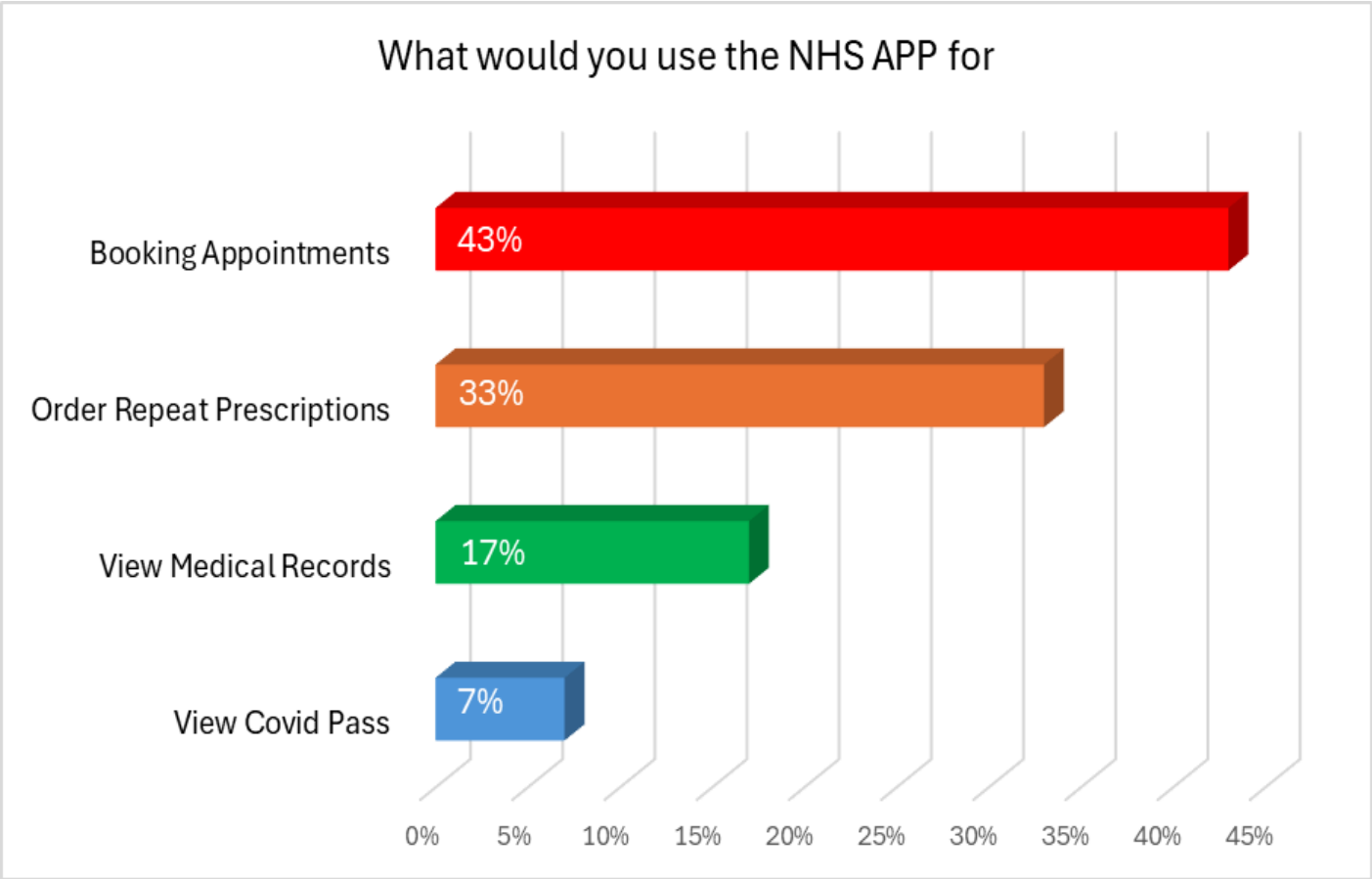


Figure 4: Likelihood to complete an Online Consultation by PPG members

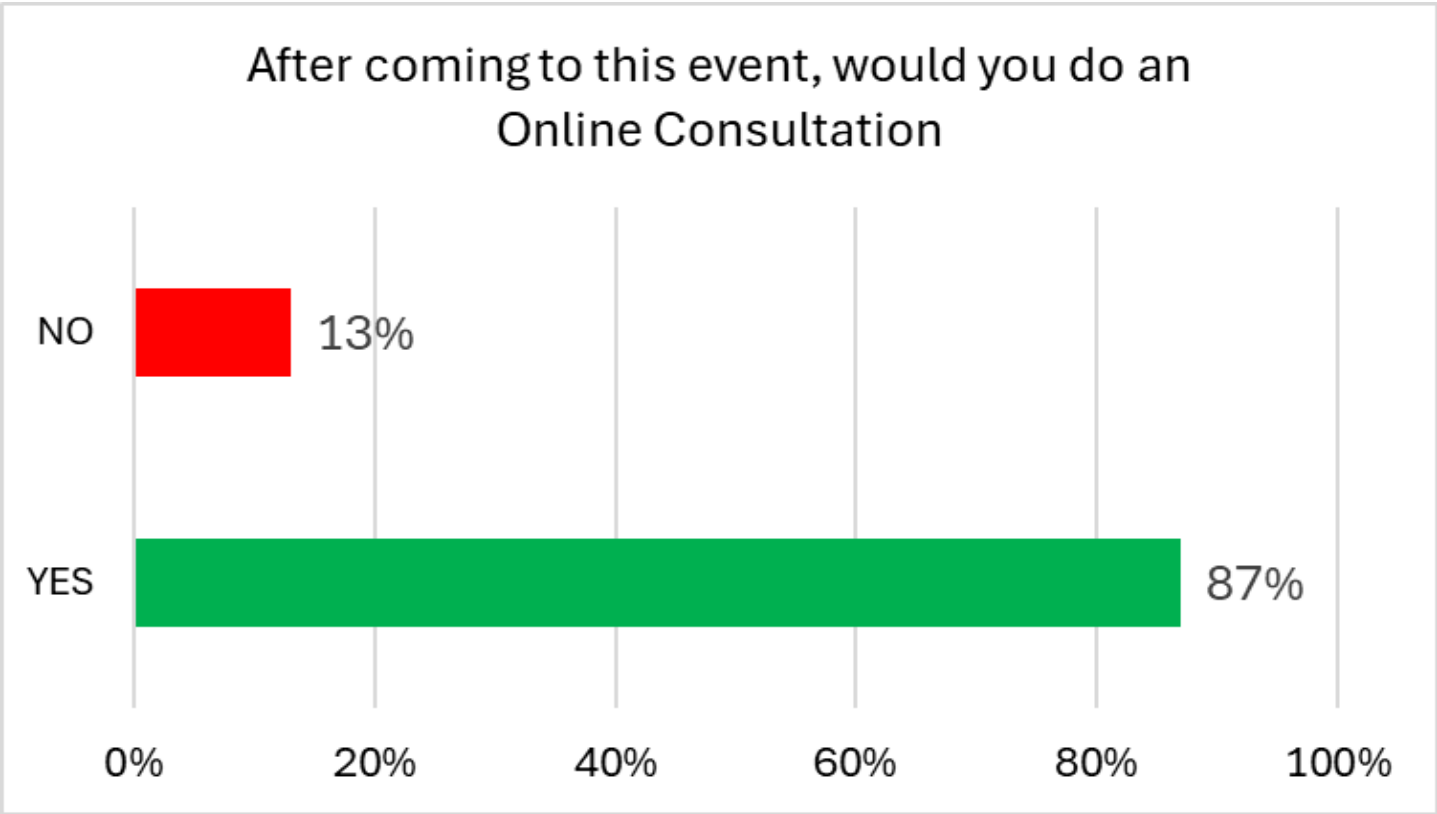


Figure 5: Likelihood of PPG members to attend a future Digital Day Out

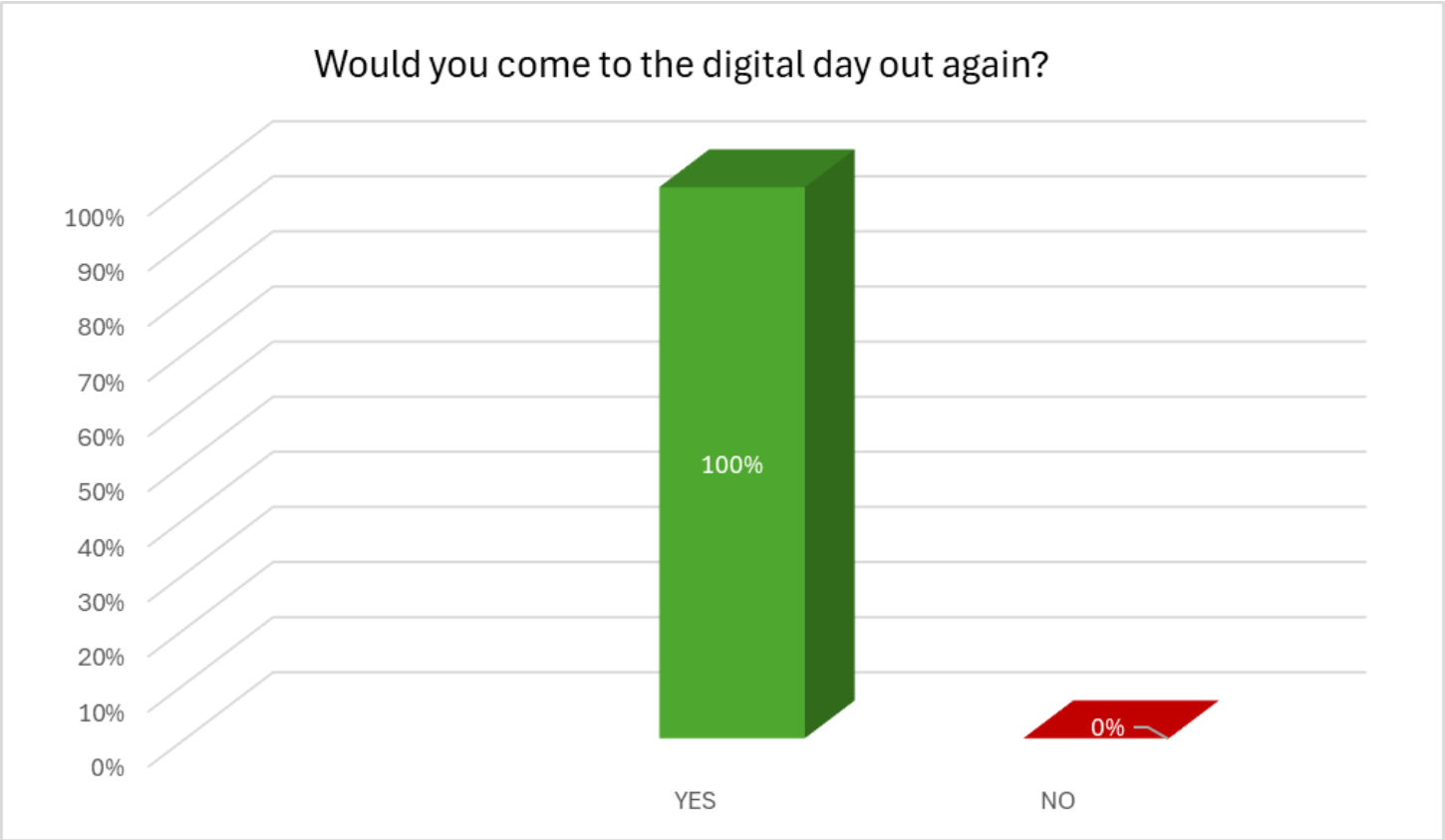


Figure 6: PPG members experiences of Digital Day Out.

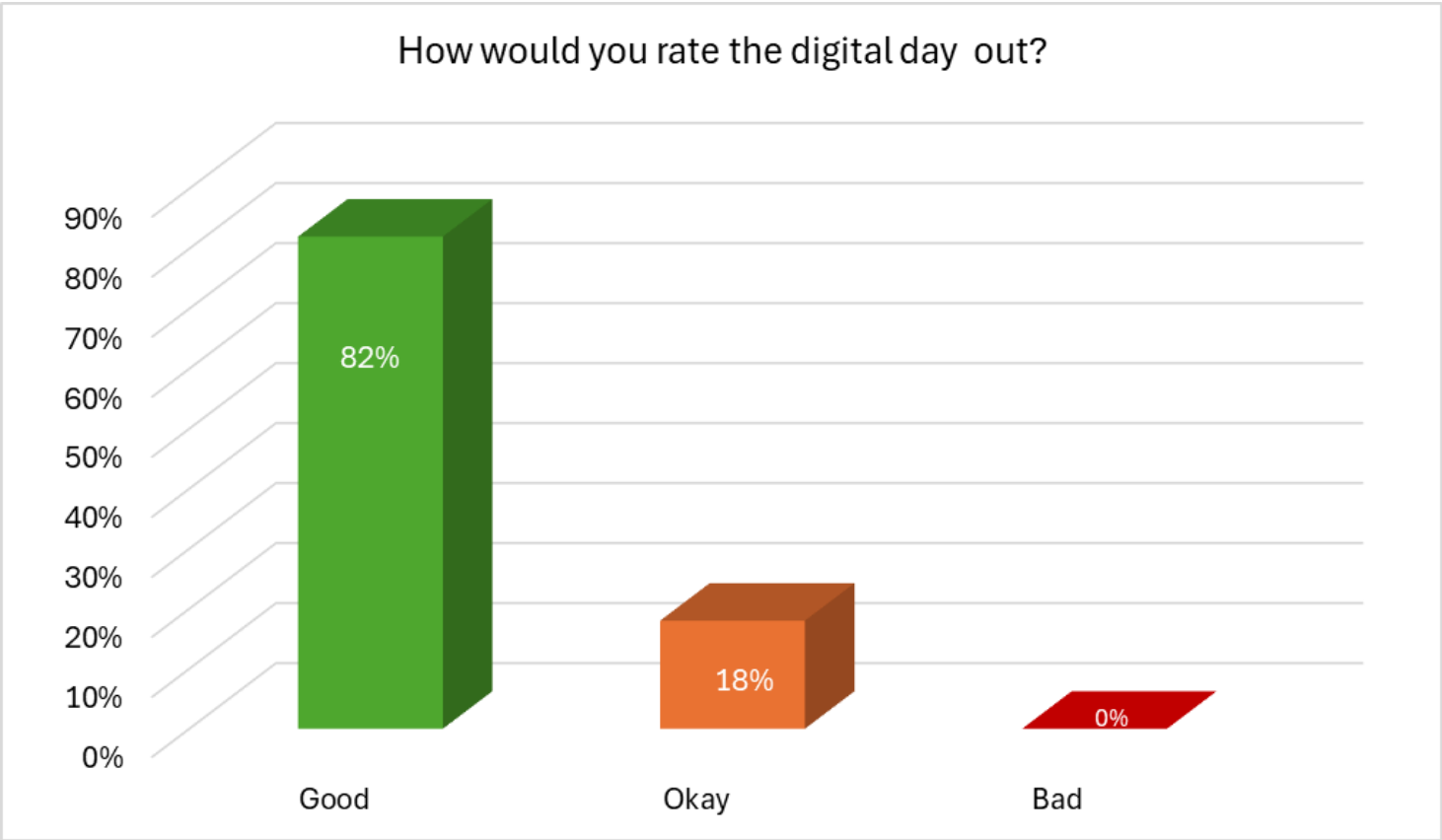
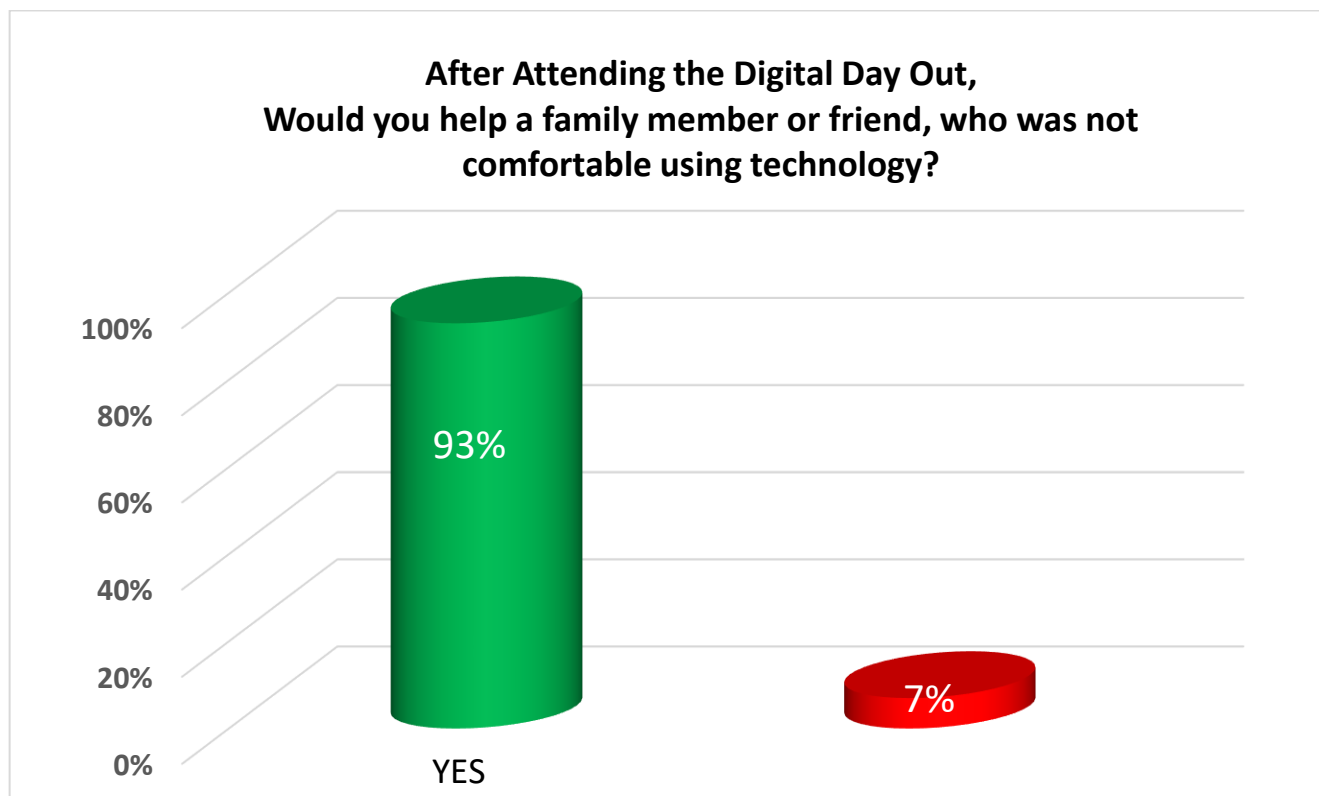


Figure 7: PPG members who would support friends and family with using the NHS App.



Summary of Results:

● Outstanding
 ● Good
 ● Average
 ● Inadequate

Patient attendance rate 53/60	89%
Patient Signing attendance form 37/53	70%
Patient feedback forms filled 36/50	75%
Patients who thought the digital day out was good	82%
Would you come again?	100%
Would you now use an online consultation?	87%
Would you now use the NHS APP if you did not use it before	87%
Would you help a friend or family member who was not comfortable using technology?	93%
Overall Average of the Digital Day Out	85%

Though only 82% of patients found the digital day out good, 100% of patients would still come again. The 18% who said it was okay was due to the following reasons:

- NHS APP takes too long to download and install.
- The Wi-Fi was too slow.
- TV Screen was too small
- The 1-hour event was too short.

Feedback from Patients:

Sample Comments & Feedback from patients:

PATIENT'S COMMENT	PRACTICE
I would use the NHS APP to view my diabetes results.	Riverhouse Medical Practice
Looking forward to another digital day out. Thank you for the invite.	Mitcham Family Practice
Have separate booking systems for Emergency and Non-Urgent appointments.	Riverhouse Medical Practice
Trainers were very knowledgeable and pleasant in communicating with everyone.	Merton Medical Practice
Loved the group work and meeting new people.	Riverhouse Medical Practice
The presenter was very good, all information was well delivered, Clear and came across very well.	Mitcham Family Practice
Would book appointments online via the NHS APP.	Mitcham Medical Centre
Continuity of care is important. If there is an option to see the same GP via the NHS APP would be useful	Merton Medical Practice
I enjoyed the fact I could download the apps from the orcha site, especially the menopause app, because I am going through it now.	Mitcham Medical Centre
Arman was a good facilitator for the event, and finding out about the hub's extra appointments was useful.	Mitcham Medical Centre
Should be able to book appointments online in the future that would be useful.	Merton Medical Practice
A quarterly update would be great for us all	Mitcham Family Practice

Feedback from Presenters:

Charlie:

The digital day out at the practices was well attended and a very interactive session, it was great to hear from the patients that they appreciated the session and would like this to continue in the future. Arman did fantastic leading the session and getting everyone involved. It was good to hear that some patients have used the Enhanced Access service and those who didn't know that it was available, they can now ask for an appointment.

Arman:

Charlie was brilliant in helping in the organisation of the event, and the success of the Digital Day Out (DDO) would not be half as good without his contribution. He spoke very well about the Enhanced Access.

Some of the feedback related to things out of our control, such as Wi-Fi speeds and the verification purpose of the NHS App.

The patients felt the following main three advantages of the DDO:

- Knowing about extra appointments, available through the enhanced access hub.
- Using Orcha verified apps, to help patients with their health conditions, and may not need to contact the surgery.
- Knowing there are ARRS staff, patients could see as compared to the G.P. such as health coaches and social prescribers

“They should do this once a month.”

Patient from River House Medical Practice

What patients had not known before:

- That there was such a thing as Enhanced Access.
- That they did not need just to see a G.P.
- That children can have access to their medical records from the age of 13, and access to GP services as per NHS UK website (<https://www.nhs.uk/nhs-services/gps/gp-services-for-someone-else-proxy-access/information-for-under-16s-parent-guardian-accessing-your-doctors-services/>)

Actions from Feedback:

- If possible, send quarterly newsletters to members of the PPG.
- To nominate in practice digital champions who have a specialised role in helping with downloading the NHS APP and showing how to do an online consultation.
- ARRS roles to be put on website.
- To ensure all reception staff have knowledge of Enhanced Access as compulsory training.

Conclusion:

Patients open to digital solutions, keen to learn about variety of roles in practices and about schemes such as Enhanced Access.

Patients did not learn just about digital solutions, but also on the pressures general practice is facing, such as:

- The Abuse the NHS Staff take.
- The shortages of different staff types.
- The funding cuts.
- Targets we must meet to get finance to keep practices afloat.
- The decrease in students wanting to become G.P.s, and what other solutions there are to a G.P. appointment.
- Burnout of GPs and other staff.