

## Influence Panel report from Thursday 5 September 2019

### myGP and online services

#### Attendees

Dan Clough – CCG  
Andy Collins – CCG  
Victoria Cope – iPlato  
Amanda Hayward – iPlato  
Howard Ballard  
Shel Banks  
Kenneth Carroll  
Elaine Christian  
Maurice Christian  
Ian Gibson  
Russell Hodkinson  
Andrew Jones

Jeanie King  
Nick Milne  
Pat Mobley  
Jen Olivine  
Steve Tingle  
Jim Proctor  
Allan Slater  
Wendy Stevenson  
Richard Thornburgh  
Jan Tilley  
Lisa Westoby

Chair Nick Milne opened the meeting and handed over to Victoria Cope and Amanda Hayward from iPlato, the company which has developed the myGP app, who gave a presentation on how to sign up to and use myGP and explained the features the app offers, including planned improvements to come in the future.

#### The Panel's key recommendations were as follows

1. Work with practices to improve the number of appointments on offer within online services.
2. Go into practices to provide demos and to help patients set up the app and show them how to use it. PPGs could help with this as well as people from iPlato/CCG.
3. Utilise the recorded telephone message to promote myGP.

The following comments were made during the discussions:

- Character limits in comments sections mean you can run out of space for information when ordering a prescription online.
- We heard a lot recently about the NHS app – is this still being developed?
  - This was looking a lot better in terms of what it offered and that was at one point the favourite. However the Government decided not to develop it any further. MyGP has announced a number of new features which will make it the most comprehensive app on the market.
- The app is not available on Kindle as it can only be downloaded from the Apple store and Google Play store.
- Need assurances that services will remain open to people who do not use computers or mobile phones. Some older people are just not interested in using online services.
- A big part of this is compliance – it's important that practices start using the online systems effectively and make services available for patients.
- PPGs could be utilised to promote myGP to other patients.
- It can be tricky to set up someone as a dependant when both have the same phone number.

- To make it as accessible as possible the service should be available on a PC or laptop.
- NHS wifi blocks the app, which means it can't be accessed by staff working in the hospital on their mobile phone.
- You can't delete messages within the app.
- There needs to be good promotional material on the screens in practices.
- To promote the service it could help if the service was mentioned in GP practice answer phone messages.
- Large parts of rural Lancashire don't have access to the internet which could make use of online services difficult.