

## WHAT DOES THE FUTURE HOLD?

### REPORT OF VMC PPG EVENT

Topic: Breakthroughs in new technology involving IT and Artificial Intelligence

Time and place: 6.00 Thursday 6 December 2018, Group Room VMC

Speakers: Practice Manager Aziz Pandor, Pinky Miles from the GP online e-consultation service and Diane Taylor from PPG Taking Care, on behalf of Age UK

VMC Practice Manager Aziz Pandor opened the meeting by demonstrating the free Health app that comes with his Samsung smart phone, from counting his daily steps, his pulse, his heart rate, his calorie intake etc, which has made him more disciplined about his life-style choices. As a result he feels fitter and more confident about his health and well-being. Aziz also has on his smart phone the free NHS app Health Help Now, which lists common symptoms and offers suggestions for treatment, whatever the time of day and wherever you are.

Pinky Miles from Health Education England (HEE) then spoke about the new pilot NHS e-consultation service GP Online. The service is called Engage Consult and is another way for patients to contact their GP practice for non-urgent medical or administrative problems without having to book an appointment or see a GP, or when the Practice is closed. It can be found on the VMC website.

Diane Taylor described the range of alarms and aids that are available for the elderly and their carers, particularly for people who live alone. She was bombarded with questions about the anxieties and vulnerabilities of people of all ages living alone and how best to help them feel safe. Age UK leaflets were distributed and will be made available in reception at VMC and Lees Place.

The Q & A session raised a number of questions about GP at Hand, an online service that offers an alternative to belonging to a GP practice. Mary Orr, PPG chairman, promised that the PPG would clarify in its next newsletter the difference between an increasing number of online services that are causing confusion to patients.

The meeting closed at 7.30.