

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 13 JULY 2023

1. **Present:** JL, Dr BW, CHi, CHe, RD, SC, JR, JS, AD, MS, LC

Apologies: RC, LL, PS, MT, ND

2. **Welcome:** CHi welcomed everyone to the meeting. JL informed the meeting that ET has left the Practice. CHi acknowledged the valuable contribution and support ET has made to the Practice and our PPG over the years and recorded our thanks and good wishes.

3. **Minutes of the previous Meeting:** AD proposed, and JS seconded, that the Minutes of our Meeting held on 30 March were a correct record.

Matters arising:

Systmonline: SC asked if the prompt on the Patient Record page to simplify filtering events had been actioned. JL agreed to check whether the request has been actioned.

PATCHS online consultation service – Infographic and overview: CHi thanked JS for producing information and infographic on how to contact the Practice. This will be updated with new information over coming weeks, as part of the evolving Access Improvement Plan.

4. **Access Improvement Plan – Changes that the Practice has proposed to make it easier for patients to get the help they need – Presentation and discussion – Dr B W**

Dr BW gave an informative presentation to the Meeting. She gave an overview of NHS England's "Delivery Plan for recovering access to Primary Care," published in May, and its two main aims:

- To tackle the 8.00am 'rush' for appointments
- For patients to know on the day they contact the practice how their request will be managed.

The current pressures in primary care are the key drivers of change. These are: increased demand for primary care services, an ageing population living with more complex conditions, fewer qualified doctors working in General Practice, decreased patient satisfaction and low staff morale.

Changes to the GP contract, and redirection of £246million Investment and Impact Fund (IIF), with 70% going to Primary Care Networks to improve access, will support the Plan.

Dr BW explained that the Plan is an opportunity to rethink and reposition, to ensure consistency in the access that patients can expect. This will improve patient experience and staff well-being and morale.

Dr BW outlined a proposed new Digital Triage Hub model of working for Kirkburton Health Centre, to end the 8.00am 'rush.' The hub team will consist of clinical and administrative staff, who will work as a team managing incoming calls, online patient consultations and patients who walk in.

The Practice team are assessing current workload and patient contacts against BMA guidance and considering different options for models.

This new way of working will commence at the beginning of October.

The Practice has decided to revert to the e-consult online system, from PATCHS, as this offers a more comprehensive facility to record information and is preferred by patients.

Dr BW said: "Patients will know on the day of contact, how their request will be managed. If their need is urgent, they will be assessed and given an appointment on the same day. If it is not urgent, an appointment with a primary care professional will be made within two weeks. Importantly, patients will not be asked to call back the following day."

Dr BW invited PPG members' comments and feedback on the proposed model:

Comments from PPG members:

"It is important that we engage and involve patients who don't use technology".

"PPG members have a valuable role to play informing and educating patients in practice and community settings."

"I like it – if it can wait, I know I will be seen."

"A Communications and Engagement Strategy – with a range of channels and approaches (text messages/emails/videos/podcasts/blogs/social media/PPG Newsletter/printed information, screen in Practice waiting area/Frequently Asked Questions (FAQs))"

"Engagement event - An Open Evening?"

PPG members welcomed the proposed changes, and offered to support the Practice throughout the transition.

JL thanked PPG members for their offers of support and valuable contributions to the meeting. She agreed to keep PPG members informed of progress with the Plan.

5. Date and time of next Meeting: To be agreed.