

## MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 27 SEPTEMBER 2023

1. **Present:** JL, CHi, CHe, SC, PS, MS, RC, LL

2. **Apologies:** Dr BW, AD, RD, MT, JS, LC

3. **Access Improvement Plan – Update on Progress**

JL outlined the progress being made by the Practice in relation to the Access Improvement Plan. The two main aims of the plan are:

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

An audit undertaken 6 months ago showed that requests for appointments has increased from 44% to 80%, with some patients not always requiring a GP.

RC reported that a double-page NHS/HM Government "Getting the care you need" advertorial has featured in national and regional newspapers.

JL informed the meeting that Kirkburton Health Centre will revert to the eConsult online system as this offers a comprehensive facility to record information. A new Digital Triage Hub model of working will be introduced. The hub team will consist of clinical and administrative staff, who will work as a team managing online patient consultations. Patients who are unable to access eConsults at home may attend the surgery to complete the form in person in reception using a practice Ipad

Following Dr Waller's presentation at our July meeting, an article about the changes featured in our Summer Newsletter and reproduced in full in Shelley Magazine and Burton Bulletin. RC and CHi have received excellent feedback from patients and members of Shelley and Kirkburton communities.

JL informed the meeting that the new model of working at Kirkburton Health Centre will launch on Monday \*13 November 2023. The facility to book online appointments will be phased out prior to the launch. **\*Post-meeting update – the date of launch has changed to Monday 20 November.**

JL invited PPG members to suggest channels and approaches to inform patients and the public about the new ways of working:

- Flyers – for schools and public places. **(JS)** [Succinct information/infographic, with signposting to more detailed information, e.g., Practice website, Newsletter]
- Autumn Newsletter – will include information from the above flyer **(CHi)**
- Dedicated section on the Practice website **(Practice – using flyer/newsletter content)**
- Facebook **(Practice/JS)**
- Talks to community groups eg (Shelley Over 60s **(RC) (PPG members)**)
- Frequently Asked Questions **(CHi)**
- Ongoing – awareness raising - roles of Advanced Nurse Practitioners, Nursing Associates, Health Practitioners, Clinical Pharmacist and Community Pharmacy Consultation Service **(CHi)**

PPG members recommended:

- A shorter version of e-Consult
- Immediate feedback after completion of eConsult (eg, smiling face)
- SLA – eConsult provider - check business continuity
- A pre-launch trial – PPG members as patients
- Multiple ailments – will several eConsults be required?
- Support for patients who do not use eConsult online
- Consider circumstances such as age, transport, and mobility

#### 4. **SUMMARY – KEY MESSAGES**

- The process for accessing primary care is changing.
- The need for change is driven by an increase in demand for primary care services.
- Kirkburton Health Centre will launch a new Digital Triage Hub model of working on 20 November.
- The facility to book online appointments will be phased out prior to the launch.
- Patients can request an appointment online, at the surgery or over the phone if they are unable to use the online form or do not have access.
- The Practice is encouraging patients to use the online forms to free up phone lines for patients who need to speak to someone urgently and patients who are unable to use the online form or attend the surgery in person.
- We understand that not every patient can use eConsult. We will support patients who prefer walk-in access or telephone access.
- Under the new model of working, every online, telephone and walk-in request will come through eConsult to ensure consistency.
- Online patient consultations open at 6am until 5.00pm from Monday to Friday.
- Walk-in requests are available from 8.00am until 4.30pm from Monday to Friday.
- All requests will be triaged (prioritised) by our **Hub Team** – clinical and administrative staff working together overseen by a GP, to prioritise patients based on clinical need. This will make the best use of all our resources and will ensure that patients are seen by the right person at the right time.

## **SUMMARY – KEY MESSAGES (continued)**

- The Hub Team will begin the triage process at 8.00 am.  
All requests will be responded to the same day.
- Patients with urgent needs will be given an appointment on the same day.
- Patients with non-urgent needs may be referred to a nurse, pharmacist, physiotherapist, health practitioner, GP or our Community Pharmacy Consultation Service within two weeks.
- Members of our Patient Participation Group are supporting the Practice throughout the changes
- The Practice will welcome feedback on the new model

## **5. PPG SUPPORT – NEW MODEL LAUNCH WEEK**

PPG members agreed to provide support in the Practice throughout launch week, w/c 20 November. **CHi to check everyone's availability and consult with JL re a rota.**

6. JL thanked everyone for their valuable contributions to a productive meeting.