

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 13 DECEMBER 2023

1. **Present:** JL, Dr BW, Dr BO'C, CHi, CHe, SC, PS, RC, LC, JR, JM

2. **Apologies:** JS, LL, AD, MT

3. **Access Improvement Plan – Update/Feedback on Launch**

Dr BW welcomed everyone to the meeting, and introduced Dr BO'C to the group. Dr BW thanked JS and CHi for producing communications materials, including flyer, Newsletter article and Frequently Asked Questions; RC for his research on best practice communications materials; and to PPG members for their ongoing support and feedback.

Dr BW invited PPG members feedback on progress to date:

- Two members shared positive personal experiences of using the new online triage system, commenting on the prompt response from the practice and improved access to an appropriate clinician.
- Dr BW said that the above comments reflected many positive comments from patients who had attended the practice since the new system was launched.
- A common issue raised was the length of time it takes to complete the online form.
- Dr BW informed the group that a meeting has taken place with e-Consult. A reduction of some questions has been actioned considering that triage by a clinician is undertaken the same day, and often within one hour.
- Dr BW emphasised that the new triage system is for **GP and Nurse Practitioner appointments**. Patients requiring an appointment with a Nurse or Health Care Assistant should telephone the practice for an appointment.
- There was discussion about communications channels, processes, and timings to support the launch.
- JL said that the launch had been communicated widely to patients by text/email, posted on Facebook and featured in Burton Bulletin. Printed flyers and newsletters are available in the Practice and the website has been updated. CHi to contact Shelley Magazine Editors to enquire when Shelley Magazine will feature the launch.
- JL to re-word some parts of the flyer and liaise with CHi/JS.

Thanks were recorded to CHi and SC for supporting patients in the Reception iPad area. Their support was appreciated by patients.

Feedback from patients/practice staff:

- Some patients said that they needed help describing their symptoms on a form.
- Three patients commented that they are worried that the new system will deter patients from contacting the Practice when they are unwell. Re-assurance was given that reception staff are available to help patients in the Practice and over the phone.
- Several patients said that they would feel more confident using the online triage form in future.
- Dr BW said that the new system is much safer for patients, as more detailed patient information is gathered using the e-Consult. The information is reviewed by a triaging GP, and patients will be contacted with an appointment with the right health professional at the right time. Early indications are that the DNAs have reduced, and routine appointment waiting times have fallen from six weeks to within two weeks.
- JL said that the new system is in early stages and the Practice is committed to addressing initial teething problems. The website information, flyer and information in the iPad area will be updated in response to feedback.
- The Practice will collect more detailed feedback from patients over the coming weeks.
- CHi said it is reassuring that the Practice is listening to patients and PPG Members, gathering and reviewing feedback.
- Dr BW and JL thanked PPG members for their continued support.

4. Date and Time of Next Meeting:

To be agreed.