

## **MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 28 FEBRUARY 2024**

- 1. Present:** JL, Dr BW, CHi, CHe, RC, PS, LC, JR, JM, SH, MS, JS
- 2. Welcome:** JL welcomed new member SH to the meeting.
- 3. Apologies:** MT, RD, SC, AD
- 4. Access Improvement Plan – Online Triage System**

### **Feedback from PPG members**

- SH, CHi, CHe, RC, JS shared positive experiences of using the system and commented on the prompt response from the practice and improved access to an appropriate clinician
- RC asked if there was any evidence of suppression in the number of patients requesting appointments. JL said there has not been a reduction, and the practice is managing the demand much better since the new system was introduced. Dr BW said that there has been an increase in clinical contact.
- The group discussed Facebook activity, posted when the new system was launched, which was incorrect, misleading for patients and hurtful for staff.
- CHi highlighted positive feedback on our Winter Newsletter, produced in full in Shelley Magazine, and due to feature in Burton Bulletin this week.

### **Update from the Practice**

- JL gave a presentation of progress to date. She highlighted improved telephone access, positive feedback from patients, colleagues, and PPG members. **98%** of patients have been offered an appointment within two weeks, compared to **72%** in the previous system. Dr BW said that the online triage form captures better quality information and is excellent for GP training.
- The presentation showed that the new system is achieving the key aim of improving access to the right health care professional at the right time and patients are getting used to it. JL reiterated that the Practice welcomes and encourages patient feedback. The Practice is to write to all housebound and patients over 80 years of age. A patient survey/questionnaire will also be undertaken over the coming weeks.
- CHi to observe a session in the clinical triage hub, as a Focus-On feature for our Spring Newsletter.

## **Patient Survey/Questionnaire**

JL asked for input and support from PPG members in developing a survey/questionnaire to capture patient feedback on the online triage system. The Practice is keen to capture feedback now, and again in 6 months' time.

### **Actions:**

- **PPG members to email any questions they feel should be included, to CHi no later than 15 March.**
- **SH offered to support the survey development, data collation and analysis.**
- **JL/CHi/SH to agree and share a draft with PPG members, by the end of March. Survey format – paper copies, website.**
- **Survey to be launched at the beginning of April**

## **5. Spring COVID-19 Boosters**

Eligible patients (adults aged 75 years old or over, live in a care home for older adults, are aged 6 months old or over and have a weakened immune system) are being offered a COVID-19 booster, from April 2024. Vaccination clinics will be dependent on vaccine quantity and delivery to the practice.

## **6. Date and time of next meeting**

**To be agreed.**