

MINUTES OF PATIENT PARTICIPATION GROUP MEETING HELD ON 18 SEPTEMBER 2024

- 1. Present:** JL, Dr BW, CHi, RC, JR, SH, SC
- 2. Apologies:** CHe, MT, AD, PS, JM, JS, LC, MS, PO
- 3. Welcome:** JL welcomed everyone to the meeting. New member PO has joined our group.
- 4. Access Improvement Plan - Online Triage System**

Feedback from Patient Survey/Questionnaire

The new online triage system was introduced in November 2023. The Practice has shown real commitment to capturing patient feedback - directly and through regular surveys. A questionnaire developed by the PPG was launched in May. JL presented results of the survey from June to August.

Overall, patients are adapting well to the new system and have a clear understanding of the system and benefits.

The practice has acted on feedback to improve patient experience and extend choice. The following improvements have been made:

- A computer, keyboard and screen has been installed in a side room, offering patients privacy, access to the internet and technology.
- A shorter version of e-consult – E-lite has been introduced

The Practice has kept patients informed of new developments by letter and telephone.

The survey is work-in-progress and will continue to be issued to capture patient feedback.

Dr BW said that the new system has improved access to an appropriate health care professional for all patients. As a training practice, the clinical triage hub is an excellent learning environment for GP registrars.


JL thanked PPG members for their involvement and support throughout the transition.


GP Patient Survey


NHS England together with IPSOS, published the findings of the 2024 GP Patient Survey in July.


Dr BW presented the findings. The completion rate was 33% (98 surveys returned out of 301 surveys sent out in January). Patient confidence and trust in healthcare professionals was highly rated by patients. The overall experience of Kirkburton Health Centre is **Good**.


SH outlined areas where patient experience was highest (strengths) and lowest (weaknesses), compared with the Integrated Care System (ICS) result taken from the GP Survey infographic www.gp-patient.co.uk/compare?practices=B85026


Where patient experience **is highest** compared with the ICS result 


 **56%** of respondents find it easy to contact this GP practice using their website
ICS result: 46% | National result: 48%


 **50%** of respondents find it easy to contact this GP practice using the NHS App
ICS result: 44% | National result: 45%

 **89%** of respondents knew what the next step would be after contacting their GP practice
ICS result: 82% | National result: 83%

Where patient experience **is lowest** compared with the ICS result 

 **17%** of respondents usually get to see or speak to their preferred healthcare professional when they would like to
ICS result: 38% | National result: 40%

 **36%** of respondents find it easy to get through to this GP practice by phone
ICS result: 47% | National result: 50%

 **8%** of respondents were offered a choice of location when they last tried to make a general practice appointment
ICS result: 14% | National result: 13%

SH asked if the Practice had introduced performance measures to monitor progress.

Dr BW explained that the National survey was undertaken in January, a time of significant change to the new digital triage system. Recent internal surveys have shown progress in many areas and will be repeated regularly to monitor progress.

CHi suggested that the Practice undertakes proactive promotion of the GP Survey encouraging more patients to complete and return their survey.

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