

**THE PATIENT PARTICIPATION GROUP**  
**MINUTES OF THE VIRTUAL MEETING HELD VIA ZOOM ON**  
**MONDAY 8<sup>th</sup> JULY 2024**

**Attendees:**

Dr S Tahseen	GP	Muhammed Waqar	Practice Manager
Clare Bowling	Patient		
Clive Roberts	Patient		
Martha Haruna	Patient		
		Janet Goodchild	Notetaker

**Welcome:**

Janet thanked those attending and apologised for having to bring the date of this meeting forward and any inconvenience it caused.

**Apologies:**

Anne Fox and Susan Osbourne sent their apologies, Jan Bird did not attend on this occasion. Unfortunately Martha had to drop out of the session due to sound issues.

**Minutes:**

The minutes of the last meeting, held via zoom on 22nd April 2024 were approved as a true record.

**Matters Arising:**

There were no matters arising.

**Practice Report:**

Muhammed was delighted to report that the new telephone system that was implemented on 1st May has been very well received and the feedback has been very good. The patients especially like the new ring back option and say that it is working really well. This has vastly improved the phone situation and patient expectations.

The staffing situation is stable and although 2 Registrars are finishing their rotations in August and October, there are two new ST1 Registrars starting in August.

The practice is expecting to receive this years' batch of flu vaccinations during the first week of September. We aim to be starting the vaccination programme as soon as possible and will run the Saturday Flu Clinic again.

Muhammed was pleased to announce and share that a new system of how appointments are offered in line with the National Guidance which is called the "Total Triage System" and it is planned to start this online service with effect from 16th September 2024 as nationally it needs to be in place by March 2025.

In essence patients will email in their queries on either Admin or Medical issues, these will be reviewed by the most appropriate team members and any follow up needed will be actioned.

Muhammed was able to give us a power point demonstration which was as below:

### What is changing?

- National Guidance – All GP practices need to implement Total Triage by March
- Aim is to have a uniform and structured approach for enquiries to General Practice
- Enquiries to be submitted via website (providing basic information), the request will be reviewed by a group of health professionals(including Receptionists, Admin Staff and GPs). They either deal with the enquiry or signpost internal or external resources.

### When is it starting at Stopsley Village Practice ?

MONDAY 16TH SEPTEMBER 2024

### How will patients submit their enquiries ?

- > Patient will need to go to our website: [www.stopsleyvillagepractice.co.uk](http://www.stopsleyvillagepractice.co.uk)
- ➔ Select “Contact Us Online”
- ➔ Select Medical or Admin Enquiry

### What will happen to patient requests?

- ➔ One of our experienced GPs will review each patient request to decide which member of our healthcare team is best placed to help, the most suitable time frame for the appointment and whether this is best suited to be via telephone or in person at the practice.
- ➔ Where necessary, we might ask you to answer a few additional online questions to help our clinicians prioritise those patients who need more urgent care.
- ➔ Following GP assessment, some patients will also be directed to other clinicians in the practice such as one of the clinical pharmacy team, our practice nurse or our first contact physiotherapist.
- ➔ By ensuring that patients reach the right person in a timely way, our clinicians will be available to answer your questions, provide clinical advice, and offer prescription renewals much more efficiently than before.

### Looking at the Practice Website



The next page is an advisory page of conditions and the symptoms that indicate that you should call 999 or go to A&E if you or the patient is suffering from any. These include signs of a heart attack, a stroke, sudden confusion or delirium, suicide attempt, severe difficulty in breathing, a serious accident or severe injuries, burns or scalds, heavy bleeding, severe injuries after a serious accident or assault, a seizure or fit and sudden rapid swelling.

**If you have a medical problem**

<b>Please describe the medical problem</b> For example I have back pain
Attach a photo (optional)
<b>How long has this been going on for? Is it getting better or worse?</b> For example 2 weeks, it is getting worse
<b>Have you tried anything to help?</b> For example, I have tried physio which helps a little
<b>Is there anything you are particularly worried about (Optional)</b> For Example, I am worried about it affecting my work
<b>How would you like us to help ?</b> For example I would like help to manage my pain
<b>Please tell us the best times to contact you (optional)</b> . We can't guarantee a time and will only contact you during the practice opening hours
<b>BACK</b> <span style="float: right;"><b>CONTINUE</b></span>

**Who is this request for ?**

- Myself     Someone else

**BACK** **CONTINUE**

**The next page asks you fill in your details:**

**First Name**

**Last Name**

**Date of Birth**

**Postcode**

**Your phone number** (A mobile is preferred)

**How would you like to be contacted ?** (Select all that apply)

While we do our best to follow your preferences, this may not always be possible

Text Message

Phone Call



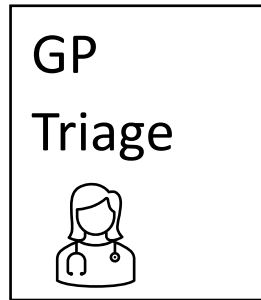
Website



Contact the surgery to complete form



Reception help



Face to Face Appointment

Telephone Appointment

Same day or routine

Onward referral to suitable service

Home Visit for Housebound Patients

**The same format is followed for Admin enquiries.**

Again attention is drawn to the list of conditions and symptoms which would indicate that a 999 call needs to be made or the patient to go to A&E.

Admin Query

**Select an option**

	<b>Doctors Letter</b> This includes private, insurance, educational letters etc.
	<b>Fit (sick note)</b> Tell us if you need a medical statement about your fitness for work
	<b>Referral follow-up</b>
	<b>Test Results</b>
	<b>Something Else</b>
<b>BACK</b>	<b>CONTINUE</b>

If a Doctors Letter is selected it asks for details on the next page i.e. what it is for and when is it needed by

Again it asks who is the request for: Myself / Someone else

And your (patients') details

The last slide in the presentation was

**What are the next steps ?**

- \* Patient Comms – via practice website, patient information display screen, patient noticeboard, PPG group, text messages etc
- \* Staff Training
- \* Get IT Systems ready

Muhammed said that the main advantage is the enquiry will be looked at by a clinician at the earliest opportunity and will help greatly to reduce any perceived barriers. The main aim now is to get everything ready to proceed for the launch on 16<sup>th</sup> September, and although there may be some hiccups, the practice is committed to offering a better service.

Clive thanked Muhammed for the report and details given, he did suggest that all staff training should be thorough and completed before the roll out to patients so that they are fully equipped to answer the inevitable queries as they occur. Muhammed said that the list is not sequential and that training has already started. He also said that there are tests in place to check the robustness of the system. They have been sharing information with other practices and everyone is keen to learn from any mistakes. Clive said that he would be more than happy to be part of a focus / pilot group to test run the system before it goes live as he has particular expertise in this area and is aware of the many glitches that can be found in new software when used for real.

Clare asked if a copy of the presentation could be emailed to everyone, which Muhammed will organise in due course.

Janet suggested starting on a Wednesday rather than Monday which is the busiest day of the week. Muhammed said that he will take feedback from the 3 surgeries that are already up and running. Although they all started on a Monday he will take their experiences into account before going live.

Clive was very keen to help the system get off to good start as "You only get one chance to make a good first impression".

Muhammed said that he would be looking for feedback from the PPG at the next meeting.

#### **Patient Input :**

Clive said that it was pleasing to be able to have direct contact with a pharmacist, however he was aware of an issue that he would like the surgery to investigate. The particular patient did not get all the items on their repeat list and on contacting reception was told they the patient would need to wait for the pharmacist to contact them, but no timescale could be given. When the patient questioned this, the receptionist said that they could see that the item should be on repeat and issued a prescription. Although the patient was pleased to get the medication they had concerns that the proper checks and reviews were not made. Both Dr Tahseen and Muhammed said that they would look into this and revisit staff training as necessary.

Clare raised concerns about patients being given abnormal test results too late on a Friday afternoon to be able to speak to a clinician within 24 hours rather than having to wait until the Monday to attempt to get an appointment. Dr Tahseen said that they do try to avoid this whenever possible, but if they delay giving the results then the patient may have to wait for an appointment anyway. It can be a very difficult issue to manage, but further staff training will be given.

#### **Any Other Business:**

There was no other business to discuss.

#### **Date of Next Meeting:**

Monday 14<sup>th</sup> October 2024 @ 6.00 at Stopsley Village Practice.

Dr Tahseen thanked everyone for taking the time and trouble to attend this meeting and the session closed at 6.15 pm.