

Wem and Prees Medical Practice Patient Participation Group (PPG)

Minutes of the meeting held on Thursday, 29 February 2024 at 6:30pm in the Meeting Room of Wem and Prees

In Attendance:

Marion Bennie
Andrew Black
Mike Crawshaw – Chair
Julia Goode
Lynne Hancock
Amy Keyland
Julie Keyland
Brian Pullen
Yvonne Sidlow

Caroline Morris (Wem and Prees Practice Manager)

1. Apologies

Apologies received from:

Rachel Gascoigne
Mandy Meakin
Liz Parish
Becky Riley-Beckett
Jan Thornhill

2. Minutes of the previous meeting held 29 February 2024

The minutes were reviewed and approved by group members.

3. Matters Arising

There were no matters arising from the minutes of the previous meeting.

4. Total Triage System

Caroline Morris gave an overview to the group on the proposed implementation of a new digital appointments system produced by NHS England and NHS Improvement.

At present, the practice receives a high volume of calls, particularly at the beginning of the week, which results in a considerable wait for patients' calls to be answered, some patients opt for the ring back provision but some patients hang up resulting in a number of calls being unanswered, this is a concern to the practice.

Total Triage will ensure that every patient contacting the practice will provide sufficient information on the reasons for contact that will allow appropriate GP triage before making an appointment. Caroline explained the benefits of this new digital system which is set to go live 8 April 2024.

Once fully implemented, the system will negate the need for patients to call or visit the practice in person to make appointments. It also increases patient privacy and supports the 8:15 rush. However, those patients who are unable to access the site will still be able to call the practice and will be aided by reception staff to complete the questionnaire.

It was noted that one local practice has reported that 80% of their patients are now using Total Triage, therefore, as many patients as possible should be encouraged to use this new service provision. The service will be publicised on the practice's TV screen, newsletter, posters, patient letter and by text instructions.

Action: Group members were asked to support the launch by manning an area within reception to promote and assist patients to access this service.

5. Closing phones between 1pm & 2pm

Caroline Morris explained the proposal to close phonedlines at both Wem and Prees sites between the hours of 1pm and 2pm to allow staff to have a break and for team training. There are minimal calls during this time of day and the emergency line is always on, if required. Group members were asked for feedback and it was noted that there was full support for this proposal.

6. Booking-in Screen at Wem Practice

Amy Keyland asked whether the booking-in screen could be reinstated in the reception of the Wem site. This would enable patients to check-in for their appointments without having to queue to speak with reception. Caroline Morris agreed to investigate in view of the cost implication for the screen being £4,000/year. It was also noted that a QR Code may be a viable alternative.

Action: Caroline to feedback to the group.

7. Sanitiser at Wem Practice

The group discussed this matter and concluded that, as hand sanitiser dispensers were no longer a requirement in the reception area of the practice that no further action was required.

8. Women's Health Day

Group members were thanked for supporting the event which had been a great success with positive feedback from the ladies who attended.

Caroline Morris advised that a similar event has being scheduled for 23 September for male patients. This is now possible as the practice has a full complement of male staff including, GP, locums, nurse, physiotherapist, social prescriber and reception staff.

Patients over the age of 50 will be invited to attend for a health check including testicular health, penile dysfunction, urinary tract problems, smoking cessation and mental health. There will be dedicated appointments specific to veterans.

9. Policy & Procedures for referral of patients to private services

Julie Keyland raised a concern over referral delays experienced by a patient. Group members were reminded that specific patient cases could not be discussed and that the patient in question should contact the practice directly.

10. Logo

Andrew Black was thanked for producing a logo for the PPC. The logo will be incorporated onto future posters and material pertaining to the group.

Action: Andrew was asked to distribute the logo around the group.

11. Frequency of PPG Meetings and Sub-groups

It was noted that meetings would be held every two months but that this would be revisited as the group establishes and there may be need for more regular meetings of discrete Task & Finish Groups.

12. Practice website

Group members provided positive feedback and it was agreed that the future minutes and objectives of the PPG meetings would have a specific area on the site.

13. Any other Business

- Mike Crawshaw invited group members to sign up for the NHS Shrewsbury and Telford Hospitals monthly newsletters.
- Andrew Black suggested that the lighting in the reception could be upgraded and that marks left by Coronation bunting should be removed to improve the appearance of the practice.

**The next meeting of the group will be held on
Thursday, 25 April at 6:30pm in the
Meeting Room, Wem and Prees Medical Practice**