

Precis Notes of the PPG meeting Thursday 13th June 2024, 7:30 pm

Present:

PPG Lisa Auchinvole (LA), Bernard Connolly (BC), Becky Collins (BCo), Helen Carter (HC), Sandie Helm (SH), Andrew Lewcock (AL), Julie Maberley (JM), Rosemary Stickland (RS), Tom Thacker (TT), Lyn Davis (LD), Janet Parker (JP)

Practice Dr Carrie Ladd CL)

Apologies. None

2/ Actions from NSPG meeting on 9 May;

- Notes of meeting - Approved
- Notes from 10th April to be summarised by AL DONE
- Continuing from the last meeting
 - a. AL to write a note on “check your personal details on check in screen”;
 - b. AL forwarded Practice note on the Health Station to JM. DONE
- Practice booklet to be reviewed when draft received; DONE
- SOPA ask PPGs to lobby MPs about BOB ICS offloading costs unexpectedly on the GP Practices. On Hold pending General Election.

3/ Regular Agenda 3.1 Practice Update.

NSP to implement Accurx Total Triage from 1/7/2024 as the patient triage system.

Key points: It is a system of booking appointments and offers more equitable access (based on medical need) regardless of the route patients use to contact the surgery and to some extent what ever time of day. Patient provides information, the triage team (inc GP, a Patient Advisor and perhaps a nurse as well) assesses the medical need, and offers

Green Appointment - within a month

Amber Appointment - within a week

Red Appointment - same day

It aims to provide a consistent response and channel patients to the right part of the services the surgery offers, first time.

If the patients do need a GP appointment, then the colour coded scheme assignment is based on the reported symptoms, and the system will contact the patient by text to invite them to appointments, depending on GP availability. After patient acceptance the appointment is confirmed.

If no response from patient after a certain time, then a phone call follow up will be made. If the form was filled out by a Patient Advisor on behalf of the “non-digital” patient, the appointment is offered by phone call not text.

If the patient symptoms are not sufficiently clear, the Patient Coordinators will follow up and seek more details promptly.

The System is being introduced in the less busy time of the year, away from winter pressures.

This system does allow patient to be booked to see the Physio, Pharmacist and other members of the medical team if these are the most appropriate sources of help, without having to see the GP first.

NSP aims to have “continuity of care” and patients can choose to have same GP

Each day the surgery is open, the triage team works through the 100-200 submissions received between 8:00 am and 4.00pm (more than this on Mondays) and assesses what to do with each one. The 4.00pm closure ensures that all submissions can be handled on the same day before the surgery closes.

After 4.00 pm Patients will be asked to phone in if the medical issue is urgent, as Accurx triage will be “off”.

Anima is to be closed soon.

SH asked about “Walk in” appointment requests; it was explained that the Patient coordinators could fill in the form for them, or there may be i-pads for patients to use themselves if confident.

AIL noted system works via GP website or phone call in or walk in, and via NHS app.

NSP are keen to encourage use of the NHS App. BC asked if any NHS app problems, CL not aware at present. CL reported a known issue with some patients missing hospital appointments causing the GP to

have to repeat work; general discussion on the NHS app, and work-arounds for people without smartphones.

HC asked if the NSP web site will be amended to display information about Accurx; CL confirmed it will be once the go live date is finalised.

LD asked how Accurx works with the Navigation card system. CL responded that the Patient notes in the system will show if the patient has a "Navigation" card when they "enter" the Triage system. (About 200 patients have these cards)

SH asked what happened if a blood test was abnormal and was advised the doctor reviews blood (and other) tests etc and GP contacts patients if result abnormal, but not necessarily on same day as test results arrive, depending on the circumstances.

ACTION: CL will circulate to the Committee the letter to patients for review.

Other Practice Updates:

No feedback from CQC in response to the NSP feedback.

Flu and Covid vaccines from 1st October; Covid eligibility will be limited.

Covid vaccines still available via Pharmacists.

JP questioned whether the NHS app would result in pharmacies closing, and CL pointed out the App replaces the paperwork to dispense the prescription, the Pharmacies still provided the relevant medicines. CL wants to encourage the 56% of patients who have the App to use it for Prescriptions.

3.2 Future Talks/Podcasts.

Last talk on Kidney Disease was successful, but there is a problem on the Video, and some participants names may appear.

Next talk, September time, NHS app or "Healthier together".

ACTION: Discuss at next meeting

3.3 Health and Wellbeing event. Committee has been allocated fund raising target organisations, date set for 26th April 2025, and entire Beacon has been booked from 12 noon until 4.00 pm. Already have £1000 in donations,

3.4 Systems. Deferred to next month after the IT subgroup meeting.

3.5 SOPA Next meeting July 11th

3.6 Hospital Progress

Public meeting Tuesday 18th June at 6:00 -7:30pm at the Beacon.

Action JM to advise committee of date/time if there is one.

3.7 Town Council Health Sub-committee.

JP noted they reported on the Hospital and would look at local provision of Dentistry, and asking a GP for a talk.

3.8 Communication

Back to 3-month intervals for Joint meetings with CSP PPG; next meeting Sept 2nd. PCN Digital sub-group meeting later this month.

Next newsletter, Accurx will feature. Note on the next NHS app session will be included if the date is known.

4.0 Treasurers Report No change to finances.

5.0 AOB

TT reported that the local Lib Dem Candidate, (Olly Glover) was making incorrect derogatory claims about the Practice. CL did think a meeting with the new MP after the election was worth considering.

Action JM to draft and circulate for comment a letter to the candidate prior to sending

6.0 Date and time of Next meeting 2.00 pm Thursday 4th July 2024

END