

PPG Meeting Minutes 26 Jan 2022

Attendees

KH, CM, RS, MS, RW, WR, HJ, SM, CC, BC, SL.

Apologies

JL, HH, CM, SW

Firstly, overall praise to the whole practice team who have done an amazing job during such an unprecedented time.

Based on queries received from the group Shaun updated the meeting on the following items.

Klinik - online triage system

We are coming to the end of the two year contract, which was part of NHS England's requirement for all GP practices to have, even before the pandemic arrived.

Several providers are being looked at and with the feedback and knowledge learnt over the past two years it will help with the decision and requirements for the new system. Generally speaking the group felt it was working well once you are familiar with it. The issue is for the non-computer literate patients but phoning the practice is the alternative.

It was suggested that the Klinik logo to not be so dominant on the practice website but another way of signposting patients to the triage system would be good.

Klinik came into operation as the pandemic arrived so very little time to do training or give help with it. The plan will be to roll the new system out in a much more informative way, all things being equal in these uncertain times.

All Klinik information is downloaded and added to the relevant patients notes to enable the GP's to deal with in a timely manner.

Telephone system

A new system was installed in December 2021. The welcome message is being looked at. The first message is an NHS England's requirement but the 2nd message is a practice own one which is being looked at, in order to try and shorten the message and waiting time. There is a new option now in place to direct patients to the right area. It is possible to have a waiting time message put on so that you know where you are in the queue. Many phone calls are about blood results and the hope is that these results will, eventually, go on the NHS or Patients Access apps for patients to access from home.

Teams/Zoom

This facility with a doctor is also being looked at. At present the visuals on these links are not good in terms of a diagnosis. Sending pictures in via email was also discussed. Hopefully this will be part of the consideration for the replacement to Klinik.

Text Messaging

Reminders for vaccinations - the whole text reminder system is under review to make it more fair and consistent to the patients for the practice to send out texts.

Health Screening

Information regarding at what age you can have certain screening done eg. bowel, breast and inoculations for pneumonia and shingles for example needs to be communicated. How can patients be informed of this information? BC to look into how to communicate this.

Website

Very difficult to navigate with lots of unnecessary information on it. A new website is being developed by a local company and one of the team of web designers, we are lead to believe, is a patient at the practice. This will greatly help to see it from a patients perspective.

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Repeat Prescriptions

Access to these can be done via the NHS app and will show your NHS number or the Patient Access app which needs a patient to provide proof of ID to be authorised at the surgery. Alternatively there is a box inside the main entrance to drop requests in.

Dedicated Doctor's

In order to maintain continuity. This is a difficult one to do but each Doctor has access to all the notes to help diagnosis.

Number of Doctors

There are 9 at present. (Dr.Taylor is leaving the practice at the end of March.)

Currently there 6 GP Partners (this will drop to 5 when Dr.Taylor steps down)

1 salaried GP, 3 Trainee GPs, 3 Practice Nurses and 2 Health Care Assistants. This is supported by 2 Clinical Pharmacists, 2 Social Prescribers (1 General non medical. 1 Mental Health) 2 First contact Physio (telephone triaged first then face to face)

PPG meetings

It was suggested to hold every quarter. In order for a Doctor to attend timings are best between 1.30 to 2.30 pm.

Next meeting 11 May 1.30pm Emerson Suite Festival Hall