

## Meeting Agenda

### High Field Surgery (HFS) Patients Participation Group (PPG)

Location:	High Field Surgery
Date:	24 April 2024
Time:	18:00
Attendees: (Patients)	Graham Burns (Chair) (GB)
	Caroline Anderson (CA)
	Liz Rezvani (LRz)
	Paul Kaufman (PK)
	Stephanie Kaufman (SK)
	Michael Strother (MS)
Attendees: (Surgery)	Mike Holmes (Practice Manager) (MH)
	Dr Helen Poulter (HP)
	Kayleigh Burton (Practice Secretary) (KB)
Apologies:	Barry Anderson (BA)
	Leanne Winfield (LW)

Agenda	Lead	Time
Welcome and review previous minutes	GB	5 minutes
Surgery update: <ul style="list-style-type: none"> <li>• General update</li> <li>• Appointments availability – position on &lt;3 days/same day availability</li> <li>• Multiple conditions/concerns – how best to cover these when GP appointments are restricted to covering single issues?</li> <li>• Cohens Pharmacy – how can patients best self-triage with confidence, to see pharmacist instead of GP?</li> </ul>	MH	20 minutes
High Field Surgery News	GB	10 minutes
Any other business	All	5 minutes
Close at 18:37 Due to a conflicting personal matter GB will need to leave the joint meeting at 1845 prompt.		

Meeting commenced at 18:04

Minutes from previous meeting were accepted with no queries.

## **Surgery Update**

MH

- Two longstanding nurses are due to retire and the surgery has recruited a replacement who is due to commence employment the first week in May.
- EConsultations provider has changed since the last PPG meeting. The surgery has transitioned from PATCH's across to SystmConnect. This new system is fully integrated with the clinical system used at High Field Surgery. Patient feedback on the new system is positive. Easier to use, no account is required to be set up to use this unlike PATCH's.

GB asked if the new system was accessible via the NHS App.

MH explained this is currently not enabled via the NHS App due to contract issues but this is planned. Access to the platform is via the surgery website. If patients cannot do this the reception team can complete the Econsultation on behalf of the patient.

HP explained that the surgery is contractually required to offer Econsultations

## **Appointment Availability**

MH explained that the appointment system had been changed 12 months ago due to an NHSE requirement to offer 85% of patients an appointment within 2 weeks. The surgery used to have a successful appointment system to enable appointment booking weeks in advance, given the above target the surgery had to adapt the appointment system and hold back more appointments to enable patients to be offered an appointment within 2 weeks. Patient feedback was they did not like this change.

This requirement was removed on 31 March so the surgery is reverting back to a system that closer meets the needs of our patients. Patients and staff both report improved access following this change.

LrZ fed back to the group that she rings at 8am as believed this was the only way to get an appointment and that the reception team advise to call back at a later time in the day

CA stated that she had had successfully booked an appointment online at short notice mid afternoon.

MH and HP clarified that the reception team haven't advised a call back for over a year. Pts are offered the next available appointment, an econsultation or referral to an alternative such as Pharmacy First.

MH advised that appointment pressures currently felt by the surgery include patients who appear to learn the appointment system and regularly book appointments as they are released, including patients that attend dozens of times per year. The surgery takes actions to protect the system from this behaviour, both on an organization level and with individual patients. We are watching carefully a trial at another surgery where all same day requests are managed via the econsultation platform and are triaged by a doctor before booking.

HP explained that the demand always outstrips capacity and funding new GP's to increase capacity is not resourced.

### **Appointments Continued**

HP advised that if a patient comes to see a GP with multiple issues a GP will try and work through them but prioritize the concerns. If the appointment comes to an end without all of the issues being discussed the patient is advised to book a further appointment.

Double appointments can be booked and these are available for multiple concerns or if a patient requires an interpreter

HP fed back that the biggest complaint raised with the surgery is appointment times running over and so there must be a cap on what a clinician can deal with safely within an appointment time.

### **Pharmacy Triage**

GB asked how a patient knows if the pharmacy triage is safe.

HP explained that the Pharmacy First scheme is different to "self-triage" to a pharmacy.

The process for referral to Pharmacy first is set out below

- Patient contacts the surgery for an appointment
- The reception team triage following a stringent guidelines / Econsult sent to GP who advise Pharmacy First
- The patient can pick which pharmacy they would like to go to
- The pharmacy will then contact the patient within 2 hours with appointment details

Any patient that is referred to the pharmacy can be referred back to the surgery should it be clinically appropriate to do so

LrZ asked if they have access to the patients medical records and asked about antibiotic prescribing

HP explained that they cannot see the whole medical record but can see a summary of the record which allows them to see important information such as allergy and sensitivities. The pharmacists also have a stringent protocol to follow for prescribing any medication

GB asked if the 7 conditions that can be referred to the scheme are in the public domain

MH confirmed that they are and that there are multiple pharmacies locally in the scheme for example Ireland Wood Cohens and Mitchells in Horsforth are keen for referrals

GB informed the group that he had not yet contacted Cohens High Field for an update on the issues they are having

### **News Letter**

GB has worked on the newsletter and has focused on the NHS App – a relatable way for patients on how to use this feature. Other articles being drafted:

- Econsultations / SystmConnect update to be added and finalised with MH
- Cohens update to be added
- Pharmacy First scheme to be added

Aiming to publish this within the next two weeks

**AOB**

None

GB thanked all participants for attending. Meeting closed at 18:37