

## THORPEWOOD MEDICAL GROUP

Dr R Hampsheir Dr S Ranasinghe Dr I Nnene Dr D Carlile Dr K Cudmore  
Dr S Taramanis Dr A Prior

## PATIENT PARTICIPATION GROUP

Remote Meeting via 'Teams' on Wednesday 11<sup>th</sup> November 2020, 1.00pm

### MINUTES

**Present:** TMG (Thorpewood Medical Group) Members: Andy Cutting (Practice Manager), Carol Postle (Patient Services Manager) and Claire Penstone-Smith (Secretary). **Patient members:** Wendy Howes, Lesley Longmuir, Cheryl Peel

**Apologies:** Rick Scotcher, Jean & Tony Turrell, Tara Whitehand

**New Members:** Rosemary Lowe and Anne Johnson – not able to access the meeting. Issue resolved.

- 1) **Minutes of meeting of 23<sup>rd</sup> September had been circulated and were accepted as a true record.**  
This meeting was called earlier than the normal quarterly occurrence in anticipation of the launch of E-Consult on the website in early December.
- 2) **E-Consult Presentation – Andy Cutting**  
E-consult has been developed by GPs for GPs and is used at 3000 surgeries across England. It therefore has a good track record. The main factors for changing from Footfall, the current system of online access for patients via the surgery website, to E-Consult, are as follows:
  - a. CGC Report – patients unhappy
  - b. Patient Satisfaction Survey
  - c. Number of complaints
  - d. GPs and Staff are not happy
  - e. Patients telephone four days running to try and get a telephone call back
  - f. At the start of the day only a handful of appointments to offer patients
  - g. Footfall = patient control / GPs lose time / surgery teams system
  - h. Five different ways for patients to access the surgery – confusing for patients
  - i. Current way is not efficient or effective

Advantages of E-Consult are as follows:

- a) The patient's enquiry goes directly to the Clinical System, subsequently to the Appointment Screen & Patient notes. It is accessed and actioned much more quickly than previously
- b) GPs can organise a phone call / face to face consultation, but also the E-consult toolbar can be used to
  - 1) Direct email back to patients and attach leaflets/information
  - 2) Direct email back to patients with actions to take or care path to follow.
  - 3) Attach Med3s
  - 4) Send text (SMS) message to patient as 1 & 2 above.

Using this system will enable staff to respond to queries by telephone from patients not able to access the internet, or use a computer; more quickly than presently.

Both Cheryl and Lesley had submitted queries through the dummy website and a full discussion regarding their queries and difficulties encountered took place.

Other members had also had the chance to use the system and their comments had been responded to and / or noted.

Some concerns were raised that in certain scenarios. A patient could be asked to call 111 which may then result in the patient being asked to contact their GP which to a certain extent defeats the object of the system. This will be monitored when the system goes live.

A Government instruction states that everyone should have electronic access to a GP by April 2021. The CCG have agreed that Thorpewood are able to make the change to E-consult. There will be an opportunity for staff training leading up to the changeover. Patients will be informed of the changeover by letter, email and text before the changeover on Thursday 3<sup>rd</sup> December. Media releases will also be sent out.

### 3) **New Telephone Greeting**

There will be only one telephone number (currently there are two) by which patients can access the surgery. A proposed new telephone greeting had been circulated to members and a discussion about this took place. Written comments from Rick had been received and noted. In general it was agreed that the message was acceptable, however it was still felt to be too long. Members were pleased to note that the number of calls waiting was reduced to 15 but felt this should be reduced further. A review will take place in the New Year.

### 4) **Date of Next Meeting: Wednesday 9<sup>th</sup> December at 1pm.**

Notification to members will be made nearer the time as to whether this meeting will take place at the surgery or remotely via 'Teams'

The CEO of HealthWatch Norfolk and the Norwich PPG Primary Care Network representative will be attending the next PPG meeting on 9<sup>th</sup> December.