Patient participation group-

Welcome about PPG and agenda,

**Introductions**

What is a PPG? Not well own in the community, form of communication within a group, PPG needs to functions with the input from the patients. Patients will need to be leading. Gives time to bring any issues and bring to the practice, The practice is going to drive at the beginning to gain an understanding what the patients would like from the PPG.

How should meetings look like? it would be up to the group if they face to face or hybrid, we need to ensure that everyone can access the meeting if needed.

How many people know about PPG? Do they know that they can give feedback to the practice, Communication is key.

Ground rules, not a forum for individual complaints general issues are ppg to bring the meeting, Time spent on the website and accessible to the website, we want to make sure we look at the issues to change. Everyone has a voice and respectful manner, no aggression.

Practice to drive the group forward. Each PPG will have 2 practice management on side.

Part of the registration now allows for patients to sign up to ppg. Looking at lost of avenues to expand our PPG c=popular of demographic of patients that have agreed to come.

Test out the accurx for the sending of messages as some of PPG were not able to response.

PPG roles would consist of:

* Chair
* Vice Chair
* Secretary
* Members

**Background of HGP (Your Surgery) Past**

-Family Practice – community focus, friendly, responsive, respectful, caring.

-Lots of changes in the last 25 years

-NHS expectations – contracts, targets, monitoring, regulation, ‘guidelines including the GMS contract of 2015 to have a ppg group.

**Where are we now at HGP (Your Surgery) Present**

* **Adapting new ways of working**
* Staff challenges
* Close working in our HaLo PCN (Harvey and Lodge)
* Meeting the patients’ needs

**Where we want to be (Your Surgery) Future**

-Happy patients, happy staff, CQC

- Always doing things better – working with our patients/PPG

- List size climbing. Vibrant, welcome, successful practice

- Strategy planning- Fuller report for integrated neighboured teams needs to have a close involvement with the PPG. You said, we did.

-Community involvement and leadership

- Responsive to changes and challenges – holding on core values of Family Practice

**Total triage**

* NHS ‘access’ requirements

• Want to do our best for our patients

• Overwhelming demand

• ‘Need’ vs ‘Want’

• ‘Immediate’ vs ‘Urgent’ vs ‘Routine’

* Something needs to change for our staff and our patients.

**Total triage** is a model of healthcare delivery where every patient contacting the practice is first triaged before making an appointment.

**Benefits of Total Triage**

1. Efficient Resource Allocation

2. Reduced Waiting Times

3. Improved Access

4. Enhanced Safety and Efficiencies

5. Better Clinical Decision-Making

6. Increased Capacity

7. More satisfied patients

8. More satisfied staff

**Next Steps for Total Triage**

Launch Date – Monday 4/3/24

• Internal Training

• Communications Planned

• Feedback needed from the PPG

**Questions/Discussions**

**What about patient access and NHS app?**

- NHS app is better improved. Still Can order med and view account. Patient access will not work with eConsult, patient access can still be used for medication, NHS app will be able to be used along side eConsult website, HGP website also, NHS best used for repeat medication.

The online forms will divert off if issue of urgent care is needed, can be diverted when the surgery is closed. Patient access and NHS will run together,

AI is currently not being used for eConsult,

Local pharmacy- pharmacy first. 7 pathways . Looking for an integrated neighboured across all the pharmacies. HGP works well with all pharmacies in St Albans.

**Discussion about Blood tests appointment system**, confidentiality needs to be viewed, contact west PALS regarding feedback, could a number system work?

Contact needed from practice to Rosemary to regarding the process at blood tests, website on hospital does have a contact number but a long wait on the phone.

**Patient lists for development list there is a expectation for a GP practice?** PCN has conversations with the development teams. Always trying to search to expand.

SAHP zoom meeting for debates such as hospital sites etc and local health concerns, Work with health watch. 28th Feb link to website.

Halo- additional roles added by halo FCP physio, pharmacist, MHN. Cooperation from both surgeries,

Link ICB leaflet to add for the website.

Topics update on eConsult Talk from sapg

Chair to come from the practice.

Thursday 16th May. Would like quarterly.