

PPG Meeting Minutes – 17.12.24

Attendees: P T - Chairman
P H
J M
Lisa – Healthwatch
Nicola Falcon – Practice Manager

Apologies given for confusion around the meeting date - NF thanked the attendees for coming to provide their support.

Lisa from Healthwatch provided the following updates:

- Healthwatch GP Access Survey - discussed at the last PPG meeting. NWL started a larger scale shortly after Healthwatch so this was halted.
- Healthwatch arranged forums and consultations following the survey and shared some of the outcomes – patients preferring telephone consultations to face to face, mixed responses to online access/consultations as some patients are unable to use online services due to issues such as their geography, language barriers, age etc.
- Healthwatch felt that Pharmacy First was not being promoted as much as it could be to encourage patient uptake. PT stated that Pharmacists are assessed before being accepted onto the scheme to ensure competencies.
- Healthwatch have held forums to share information on the pressures on surgeries, staffing and estates. The meeting remarked that they felt this was very useful to help with patient understanding on the NHS and the limitations.
- Healthwatch advised the meeting on the new Government's consultation on the NHS 10 year plan which is currently open for feedback. This will look at the future of the NHS and highlight the issues – no draft plan has been seen. The PPG were encouraged to review the consultation and get involved: <https://change.nhs.uk/en-GB/>

The PPG discussed the introduction of total triage model and online consultations provided by Blinx. NF responded to questions to advise that the system was intended to be available throughout the working day however, due to high demand following go-live, the decision was taken to limit access to between 8am-12noon for clinical safety. The PPG asked if Wood Lane had too many patients to accommodate – NF advised that practices are required to accept new patients within our catchment area unless we have applied to the commissioners to close our list.

This lead on to discuss working patterns of GPs (Salaried and locums) as it was noted that most work part-time. PT (Chair) remarked that GPs are not able to work more than 10 sessions per week and a full time GP would typically work 8 sessions.

Lisa provided positive feedback on the surgery's telephone call-back facility which is triggered once 4 or more patients are in the telephone queue. They also shared positive feedback on performance of Hillingdon Hospital who are below the national average for wait times.

The PPG discussed the opportunity to share information with our patients via the patient calling screen. The surgery will look at sharing updates and appointment data – triage completed, appts offered, appts cancelled, appts DNAd, online consultations submitted etc. This could be replicated

on our website. To also consider adding information about why new IT systems have been implemented and how patients can access these – to help free up telephone lines for patients who are unable to access the surgery any other way.

PT shared slides from the recent PCN General Practice Engagement forum which took place on 29.11.24, 1-3pm. NF to request an electronic copy to be shared with PPG for future discussions.

Due to time limitations, PT (Chair) was unable to provide an update from recent PCN PPG meeting however this will be added to the agenda for the next meeting.

Date for the next PPG meeting: 14.01.25 – to be confirmed and shared with the members.