



# Rushall Medical Centre

Tel : 01922 622212 Email: [clinicalinfo.m91019@nhs.net](mailto:clinicalinfo.m91019@nhs.net)

107 Lichfield Road, Rushall, Walsall, WS4 1HB  
Pelsall Village Centre, High Street, Pelsall, Walsall, WS3 4LX

## Rushall Medical Centre Patient Participation Group Meeting

### Notes of meeting held on Wednesday 25<sup>th</sup> June 2025

#### Attendees

Victoria Arbenz- Practice Manager  
Jackie King- Assistant Practice Manager  
Katie Horton- Claims and Administration Manager- Minutes

AH- Patient  
AG- Patient  
MM- Patient  
Z- Patient

#### Apologies

SL, PK, JJ, MS, UH

#### Agenda

- New Online Total Triage System
- NHS Digitalisation Plan – NHS App
- Jhoots Pharmacy
- Any Other Business

#### New Online Total Triage System

Jackie explained how Rushall Medical Centre has implemented the national NHS initiative that is total triage. Patients are required to complete an online form for GP appointments. These are then triaged by a GP who will decide if the patient needs to be seen urgently or routinely or if the patient needs to be signposted to other services such as Community Pharmacy. Victoria added that this has been implemented by the NHS so that patients can avoid the '8am rush' and that appointments are now allocated by need rather than a 'first come first served basis'. If patients are unable to complete the form, a receptionist will help them to complete it.

Z noted that the triage is accommodating around her work. However she was worried if she has been booked with a physiotherapist rather than a GP whether they would be able to help, particularly if patient has a complex history. Victoria explained that there is a varied workforce at the surgery, ranging from Pharmacists to Paramedics. Therefore not all appointments require GP action and that a Physiotherapist can refer directly to the hospital. AG noted they were opposed to the Total Triage at first but has since found it reasonable. AG did say they did see a patient turned away from the desk and reception did not complete the form with them. Jackie explained that reception are no longer able to do this as a patient had previously complained to the ICB stating that this was a breach of confidentiality.



# Rushall Medical Centre

Tel : 01922 622212 Email: [clinicalinfo.m91019@nhs.net](mailto:clinicalinfo.m91019@nhs.net)

107 Lichfield Road, Rushall, Walsall, WS4 1HB  
Pelsall Village Centre, High Street, Pelsall, Walsall, WS3 4LX

MM asked who triaged the appointments. Was this the administration team or a GP. Victoria explained that the GPs do triage the appointments but the administration team also triage. This is a balancing act, particularly when GPs have annual leave or when there is sickness absence. When a GP triages they are taken out of their normal clinic which results in approximately 40 less appointments with a GP.

MM also asked about the triage cut off time. Victoria noted this was 8-6pm which is recommended by NHS England and the time is set around operational hours. The timeframe used to be longer however if some patients had been seen by OOH/A&E in the interim period this would result in a DNA for their appointment.

## **NHS App**

Jackie discussed the NHS app explaining that the NHS is moving down a more to digital route. She explained that the NHS app can be used to view your medical record, test results, prescriptions. Katie explained that in the future the NHS will be sending more correspondence via the app as opposed to sending paper letters. This will be implemented in the Cervical Screening campaign in the immediate future. Vicky also explained that routine nurse/health care assistant appointments can be booked on the app, however GP appointments had to be removed as they were booked inappropriately. Attendees were asked if they have used the NHS app. AH had used this for prescriptions. Attendees were encouraged to use this if they have haven't previously as you can see when prescriptions have been approved.

## **Jhoots Pharmacy**

Jackie informed attendees about some of the problems that have been occurring at Jhoots Pharmacy, such as issues with stock and on some occasions with a pharmacist not being on site. She explained that Jhoots rent the space from the practice but this is a separate business. The practice are trying to resolve these issues with the current owner.

## **Any Other Business**

AH had a query in relation to the delay for correspondence from Walsall Manor Hospital and the difficulty they have been experiencing trying to speak to a secretary. Victoria explained that there is backlog at Walsall Manor Hospital as well as other hospitals in the Midlands. Unfortunately Rushall Medical Centre does not get any preferential treatment.

Jackie asked if there was any other items the attendees wanted on the agenda for the next meeting. No points were mentioned. Victoria noted that the PPG had guest speakers in the past such as our Clinical Pharmacist or a GP. Attendees agreed this would be useful. Jackie also advised that they could also email before the next meeting if they could think of anything to add to the next agenda.



# Rushall Medical Centre

Tel : 01922 622212    Email: [clinicalinfo.m91019@nhs.net](mailto:clinicalinfo.m91019@nhs.net)

107 Lichfield Road, Rushall, Walsall, WS4 1HB  
Pelsall Village Centre, High Street, Pelsall, Walsall, WS3 4LX

All attendees were thanked for their time and informed that minutes would be emailed to them.

## **Date of Next Meeting**

12<sup>th</sup> November 2025  
4.00 pm