

**Minutes of Patient Participation Meeting
Penn Manor Medical Practice
Wednesday 8th May 2024**

Description	Action
<p>1. Welcome to the meeting:</p> <p>The meeting was opened at 6.30pm.</p> <p><u>Apologies received.</u></p>	
<p>2. Total Triage – Total triage is a system aimed to Improve patient care due to an increase in the demand for appointments with around 1000 calls coming into the practice weekly, all appointment requests will now need to be completed via an online form which will be triaged by a GP to assess the best way to meet the patients needs and ensuring all patients get the correct care in a timely manner. Total Triage forms can be completed online or by calling the telephone hub and the team will complete on the patient's behalf.</p> <p>Concerns around the timeframe of forms being triaged – Currently the system has only been rolled out at Coalway Road Surgery and Warstones Surgery with no cap on the amount of forms. The turnaround time at present for responses is the same day, with forms coming in after 6pm to be reviewed the following morning.</p> <p>Total triage will enable the surgery to utilise capacity better with behind the scenes work happening to ensure enough appointments will be offered.</p> <p>A similar system was used historically called 'Dr First 'all patients who called for an appointment were added to a triage list and called back the same day but due to demand the system failed. Total triage is a similar system but much more efficient.</p> <p>The live date for the roll out for Penn Manor Medical Practice will be mid-June. With communications being sent to all patients before hand by text or letter.</p>	

<p>Positive feedback from Coalway Road Surgery from both staff and patients. Call wait times have reduced by 20% due to most patients completing appointment forms online, which makes it easier for patients who need to speak to someone to get through on the telephone.</p> <p>Chair suggested due to work commitments she is unable to sit on the phone for an hour at 8am for an appointment so feels this is a much better approach to booking appointments.</p> <p>Mixed reviews from other PPG members with some agreeing it is a much fairer approach with others not being sure it will work.</p> <p>Feedback forms will be sent to all patients following the rollout.</p>	
<p>3. AOB – Two PPG meetings have been cancelled without notifying the PPG members, a sign was on the door on arrival.</p>	<p>Can members be contacted and made aware in advance?</p>