

**Minutes of Patient Participation Meeting –  
Alfred Squire Road Surgery  
Thursday 6<sup>th</sup> June 2024 5.30pm**

Description	Action
<p><b>1. Welcome to the meeting:</b></p> <p>The meeting was opened at 5.30pm</p> <p><u>Apologies received.</u></p>	
<p><b>2. Minutes of the last meeting</b></p> <p>The minutes were agreed and duly signed as a true record.</p>	
<p><b>3. A shout out to a staff member for all the help and support provided over the years.</b></p> <p><b>4. Total Triage – Concerns raised around the larger patient group at Alfred Squire and how the requests will be managed, high volume days like Mondays will have additional GP's triaging, on average Alfred Squire receives 200 calls on a Monday but it is likely that all patients will not require a GP appointment that day and a routine appointment can be offered or the patient can be signposted to other available services.</b></p> <p><b>Questions around Total Triage following the last Total Triage meeting –</b></p> <p><b>Appointments are currently offered at Penn Manor for Alfred Squire patients when there is no availability, is this happening the other way around and that is why Alfred Squire patients can't get an appointment when needed? Response from Dr – highly unlikely patients from other sites are being offered an appointment at Alfred Squire due to limited appointment availability.</b></p> <p><b>If a patient is experiencing chest discomfort where do they stand with form completion? If the form has limited information then a triaging GP will request more information. If a patient is feeling extreme chest pain it is advised against completing a form and to contact 999.</b></p>	

<p><b>Does Total Triage cut out routine appointments? There is a section available on the form where you can complete for a routine appointment with dates you would like to be seen.</b></p> <p><b>The feedback from 2 live practices, feedback has been successful. Comments around no appointments and being unable to get through on the telephone therefore something better than what is currently. Nationwide plan to make things better for all patients</b></p> <p><b>Surveys will be sent out to all patients to complete within two weeks of Total Triage going live for feedback.</b></p> <p><b>Within the first weeks of going live there will be 2 dedicated receptionists to support with completion of forms if required.</b></p>	
<p><b>5. Complaints –</b></p> <p><b>7 complaints have been received.</b></p> <p><b>1 coding issue has been raised as a complaint – queries around what this means? Dr explained that ‘Coding’ is given to each patient indicating any key medical issue which applies to them. It enables the collection of data so that the number of patients suffer from a certain condition. Occasionally a patient may see an error code within their medical record via online access, like an acute illness being coded as a problem.</b></p> <p><b>2 appointment complaints - Patients are not booking into the screen in reception and just taking a seat, new sign has been put up to remind patients to book in.</b></p> <p><b>2 complaints from patients who are unhappy with the outcome of their appointment – any formal complaints around GP appointments is reviewed by the Clinical Director, the outcome of the review is emailed back to the patient.</b></p> <p><b>A complaint regarding a receptionist – the outcome is that there was a miscommunication between the patient and the receptionist, customer service training is now available for all reception staff should it be required.</b></p>	<p>Receptionists will now check on patients in the waiting area to confirm they have booked in.</p>

<p><b>6. Clinical Sessions –</b></p> <p>The recommendation for clinical sessions for Alfred Squire is 50 sessions a week, currently we are offering 43 sessions a week. A GP is currently returning on a phased return and another GP is increasing to 9 sessions a week and 3 more GP's wanting to increase the sessions they currently do.</p> <p>Is it possible to go over the 50 sessions a week? A strong case would be needed with facts and figures.</p> <p>Is an allowance made for the number of elderly patients? Currently no allowance for elderly patients.</p>	
<p><b>7. One Contract –</b></p> <p>In terms of admin for surgeries, there is no longer a practice manager but 'Branch managers' now for all 9 sites. Admin functions have moved around into hubs and centralised teams- Information and Performance, Medical Secretaries, PCSE and Safeguarding.</p>	
<p><b>8. Any other business –</b></p> <p>September PPG is due to elect a Chair and Vice Chair. It was agreed that members would nominate in advance of the September meeting and email their nominations to the branch manager in advance of the meeting.</p> <p>The screen in reception has now been fixed but the sound of calling patients in is not loud enough.</p> <p>Can patients email feedback regarding their GP appointments to the surgery?</p>	<p>Staff to sort issue.</p>