

Minutes of Patient Participation Meeting

Oxley Surgery

Monday 20th May 2024

Description	Action
<p>1. Welcome to the meeting:</p> <p>The meeting was opened at 1pm</p> <p><u>Apologies received.</u></p>	
<p>2. Total Triage – total triage is being rolled out across the PCN due to challenges across the board with being able to get a GP appointment, it is aimed to ensure patients get the most appropriate care on an individual basis. Patients can submit a ‘triage form’ online or they can contact the telephone hub who will be able to support the patient through the form. Once a form has been completed and received, it will be reviewed by a GP who will make the decision on whether the patient needs a routine appointment or a same day appointment, life threatening reasons will be redirected to Emergency services.</p> <p>The current capacity across the PCN is not currently based on the patient’s needs, total triage will enable the patient to be seen by the correct clinician based on symptoms.</p> <p>Mixed reviews from patients, concerned around the ‘modern ideas’ not being personal to patients.</p> <p>Staff shared some feedback from surgeries that have already had Total Triage rolled out with 82% of patients feeling it is a fairer approach to get an appointment and being allocated to the most appropriate clinician.</p> <p>Total Triage is aiming to go live late July, all patients will be made aware prior to going live by text message/letter.</p>	
<p>3. Practice Updates –</p> <p>Changes with the practice following doctors’ retirement. Now have a permanent GP at Oxley Surgery. All 9 surgeries are able to offer appointments to Oxley patients if the surgery have no capacity.</p>	

4. AOB – PPG member is currently registered as ‘Ms’ and would like it to be amended to ‘Mrs’	Admin to amend following PPG.
5. Next Meeting: Tuesday 24th September 2024	