

**Minutes of Patient Participation Meeting  
Coalway Road Surgery  
Tuesday 23<sup>rd</sup> April 2024**

Description	Action
<p><b>1. Welcome to the meeting:</b></p> <p>The meeting was opened at 13:00pm</p> <p><u>Apologies received:</u></p>	
<p><b>2. Minutes of the last meeting &amp; Matters Arising</b></p> <p>Signed as a true and accurate representation of the meeting.</p>	
<p><b>3. Total Triage</b></p> <p>Total Triage went live on 26/2/24 a system implemented for patients to be able to get an appointment via an online triage form. Patients can call and be supported through the form by the telephone hub or attend the practice for support from the admin team. The forms are triaged on a daily basis by the GP and a decision will be made based on the patient's symptoms as to whether the patient needs a same day appointment, a routine appointment or whether they need to attend emergency services.</p> <p>Feedback on the system: 78% of patients have found the forms easy to use and have had a positive experience on booking appointments.</p> <p>Telephone calls are being answered 20% quicker than pre-triage due to appointment forms being completed.</p>	
<p><b>4. Staffing Challenges</b></p> <p>Patients within the group expressed how queues within the waiting area are delaying patient care due to only having one member of staff in the reception area.</p> <p>Branch manager advised staffing levels are improving and this should reduce wait times in the reception area.</p>	<p><b>Branch manager to look into additional signposting.</b></p>

<p>Patient suggested signposting to be put up in waiting areas to encourage patients to use the self-signing in screens to reduce queues.</p>	
<p><b>5. General discussion/Practice updates</b></p> <p>Patient had advised the seating at the back of the waiting area is currently damaged and that the current amount of seating is not enough.</p> <p>Pre Covid waiting areas had childrens toys in the waiting area which patient suggested made it a more welcoming reception area for children and a less stressful environment.</p> <p>One of the doctors is now a permanent GP Wednesday-Friday (every other Friday).</p> <p>Patient is currently experiencing issues with Proxy access for his children to be able to complete total triage forms.</p> <p>Staffing levels at Boots Merry Hill is improving along with the process of the pharmacy.</p> <p>Coalway Road is now a 'Safe Surgery 'for patients who have no form of ID to be able to register.</p> <p>Agreed which patient will cover the Chair's role in the Chair's absence.</p> <p>Meetings going forward will move from 1pm to 5.30pm to encourage more patients to attend outside of working hours.</p>	<p><b>Branch manager to look into seating issues.</b></p> <p><b>Branch manager to look into Proxy access issues.</b></p>
<p><b>Next Planned Meetings:</b> Date – TBC 5.30pm</p>	