



PATIENT PARTICIPATION MEETING

Thursday 13th March 2025

MINUTES

<u>Attendees:</u>	Dr S Vas	SG	MW
	Dr A Morley	JS	MW
	Dr M Teesdale	PT	
	Mr G Gibbons	AP	
	Dr J Breeze	LH	
	Dr R Langley	KB	
	Donna Parker	RS	

Apologies Received: CK, LC, KV, RD, KR

Meeting held at Thurgoland Practice, Roper Lane, Thurgoland.

Items of the Agenda:

1. Introduction

Dr Vas welcomed members of the PPG, both new & existing, as well as members of the patient population who had taken up on the invitation to attend this meeting, which will specifically address proposed changes to the appointment system at the Surgery.

2. Proposed Changes to Appointment System

- 2.1 Dr Vas advised that the Surgery had listened to patient feedback about availability of appointments and after some consideration, the decision has been made to adopt a new Total Triage appointment system from Spring 2025.

It was explained that the Total Triage system is a model which is used in general practice to manage patient appointments and access to care. In this system, all patient requests for appointments are initially assessed via an online form, by trained staff or clinicians. The aim is to ensure that patients receive the most appropriate care based on the urgency and nature of their health needs.

Patients will be directed to the most suitable care pathway, which may include a face-to-face appointment, telephone consultation, or signposting to other services such as pharmacies or physiotherapists. This will help the Practice to optimise the use of its resources and reduce unnecessary appointments.

2.2: Members of the PPG raised a number of questions, which were answered by a member of the Practice team:

2.2.1 *'Will we still have to wait up to 3 weeks for an appointment'?*

A mix of appointments will be available, either on the day; within 48 hours or a week in advance. If the doctor has decided you need an appointment on the same day, you will be called to arrange this. If you need an appointment less urgently, you will be sent a text message with a link to book a suitable appointment.

2.2.2 *'What if I can't attend the same day appointment offered'?*

If the GP feels you need to be seen on the same day, you will be expected to attend your appointment. Please make sure you provide your availability when you complete the form so that we can take this into account when offering an appointment.

2.2.3 *'What about patients who do not have online access'?*

Patients will still be able to come into the surgery or call reception and a member of the reception team will complete the form with them.

2.2.4 *'When will this be happening'?*

We are expecting to be going live in May/June this year. The date will be confirmed in due course.

2.2.5 *'Will I be able to have a face-to-face appointment'?*

Yes, there will be a choice of face-to-face and telephone appointments.

It was explained that there would be a number of communications on different platforms eg; the Practice website, facebook page and waiting room screens. The Practice is also proposing to talk about the changes on Penistone local radio.

Members of the PPG were positive about the proposals.

Attendees of the meeting were thanked for their attendance.

The next meeting will be;

10th July 2025

Reminders will be sent in advance.