



## PATIENT PARTICIPATION MEETING

Thursday 10<sup>th</sup> July 2025

### MINUTES

<b><u>Attendees:</u></b>	Dr S Vas	SG	JS
	Dr A Morley	KV	KB
		CK	AJ
		AB	PT
		KR	

### **Apologies Received:**

Meeting held at Thurgoland Practice, Roper Lane, Thurgoland.

### **Items of the Agenda:**

#### **1. Introduction**

Dr Vas welcomed members of the PPG.

#### **2. Review of Total Triage**

2.1 Dr Vas stated that from a GP's point of view the total triage service was working well, obviously a few teething problems initially but to be expected.

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

2.2.1 *'Why don't we get a choice of who we want to see?'*

The app is controlled by an outside agency, however you can stipulate that you would like to see a specify GP, you may be waiting longer however.

2.2.2 *'How far in advance can you book once link sent?'*

1 week at the moment but hoping to change to 2 weeks.

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. This option is also available at Thurgoland surgery who also pick calls up from Penistone, so probably just as easy to phone for privacy.

2.2.4 *'Why does it close at 2pm or earlier, what if I have an issue pm?*

It is not clinically safe to have forms building up for the next day, pt may think they have a minor problem but in fact may be more serious and need medical attention so patients should ring 111, Iheart, pharmacy first or attend A&E. If capacity has not been fulfilled, we will leave the online form open. Gp's have other clinical work to do as well as the online triage.

2.2.5 *'What is the daily capacity?*

170 Mondays 140 Tuesday to Friday. Monday is always the busiest day which is historical, patients need to be aware that if it is something routine to possibly not utilise Mondays, so more acute problem patients can be dealt with, it is all about patient education.

2.2.6 *'Can you refer onto FCP?*

Yes, again complete the online form, GP will triage and if appropriate send to reception to book an appointment with the First Contact Physio.

2.2.7 *'Do GP's find it better not being timed to a slot?*

Triage makes it more streamlined as more complex issues can be triaged better, getting the patients into an appropriate appointment.

2.2.8 *'This is step one, will there be any further changes?*

No unless the government mandate stipulates any further changes which we are currently not aware of. When we were advised of this current change, we went to several practices to ensure that we could run it as appropriately and smoothly as possible which took a year of planning.

2.2.9 *'This makes it easier to see GP but not Nurse/HCA for bloods?*

Unfortunately it is a funding issue and if another speciality requires follow up bloods for your hospital appointment then they should do and arrange this. It is an ongoing pushback nationally and the ICB should fund for patients to be seen more locally.

2.2.10 *'I was seen by Orthopaedic and advised to see GP for future referral why was I referred back to MSK?*

Again, we are governed by this and cannot for any orthopaedic referrals send direct. You can stipulate on your appointment slot that you want to go to a specific hospital or see a named consultant.

2.2.11 *'Why does Sheffield not offer services to our postcode?*

Sheffield offer certain specialities but again we sometimes get them rejected back to us stating to refer to our local hospital due to demand on their services. Some specialities are not available at all and this could be down to funding etc.

Members of the PPG were overall happy with the new total triage service. The patients that used this service were ok with it and were seen quickly. Concern over not having access to GP's in an afternoon.

Attendees of the meeting were thanked for their attendance.

The next meeting will be;

13<sup>th</sup> November 2025

Reminders will be sent in advance.