

# Green Meadows Surgery

## PPG Meeting: 21<sup>st</sup> August 2024

**Meeting called by:** Partners

The Partners and members of the Practice Management Team present welcomed everyone and thanked them for coming.

Slides regarding how we work at Green Meadows were presented, and the following is a representation of the discussions that took place.

**e-Consult** – It was felt that the e-Consult web page needs to be clearer regarding opening times, as many thought that it was only open until 1pm – generally the feedback was good and members were pleased with the quick response times once they had completed an e-Consult – Dr Dass explained that at GM only GP's triage the e-Consults and therefore they are able to respond quickly and efficiently as there can be up to 450-500 e-consults per week to manage.

It was felt that the e-Consult form was rather long winded and the system a bit clunky – Dr Dass explained that there were other platforms available, but they have not yet been ok'd by NHS England & the ICB (Integrated Care Board), but that e-Consult is evolving and improving, and the details you are asked for are very helpful to the GP.

There was appreciation regarding the e-lite, which is a shortened version of an e-Consultation that the admin girls can use when the patient cannot access the e-Consult platform, or need help with it, for various reasons – some felt that although e-Consult send a confirmation when you submit your e-Consult, they would also like a message to say that the GP had seen it and would be in touch .

The above requests will be fed back to e-Consult, remembering that although we can make suggestions it does not mean that things will change, and if they do it will not happen very quickly.

**NHS APP etc.** – Patients are frustrated with all the different Apps, and not having enough information about them – GM cannot control any of these platforms but we can try and get more information about them and feed it back to the patients wherever possible – We would suggest that If you are going to use 1 of these Apps, it should be the NHS APP, as everything is being developed around this.

**Messages re appointments** – Some felt that there should be a shorter timeframe given when you are expecting a telephone consultation, and there seemed to be some to be some discrepancies regarding different messages – We will look into this and check the message templates – It was also fed back that the GP is only trying to contact them on their mobiles when there is a landline number also available, and they were not aware that it is our policy to try and contact a patient twice during that day – this will be fed back to the clinicians and again we will check the message templates regarding the wording around this.

**Additional Services** – “Extended Hours” which are additional appointments outside of normal practice hours/days – Saturday mornings here at Brook House, after hours and weekend appointments at Boundary House in Bracknell, which service the Ascot community as a whole.

We also have Social Prescribers, Clinical Pharmacists, Community Pharmacists, Physiotherapists which are available to us via our PCN (Primary Care Network) – We would like in the future to invite these services into our PPG Meetings to explain what they do. You may have already come across our Clinical Pharmacist who deals with the Medication Reviews for the Practice, she is very knowledgeable, and always has the most up to date information on all the different medications.

## **Other feedback**

There was much praise for our Prescription Team and the Prescription email pathway.

Again, a lot of praise for David's Pharmacy that deals with a lot of our patients' prescriptions – we have a good working relationship with David's and will let them know about the great feedback. There was also good feedback re Bullbrook Pharmacy.

Not such good feedback re Ascot Boots – Dr Dass explained that the ICB were aware of the problems with Boots.

Patients asking why GP's can only deal with one problem at a time, when they may have several small problems to discuss – Dr Dass & Dr Bhamra explained that each consultation is only 10 minutes, and the GPs would not be able to deal with the capacity if they were to spend longer than this. Also, some patients have more complex needs and if they were dealing with several problems in one consultation it would mean cutting corners and would not be safe.

### **Getting information out to patients –**

This has always been a problem – The practice has discussed comms with the ICB and asked for support in this area.

We were given some ideas on how to push the messages out to patients:

- E-Consult demo on the screen in the waiting room – it was also suggested that a terminal to be used by patients to complete an e-consult be available in the reception area, but unfortunately this would raise too many infection control problems.
- Explanation slides for e-Consult on the website or at least a link.
- A link to PPG information on e-Consult launch page with FAQ's, sent out to all "friends of Green Meadows", i.e. Community Pharmacies, Social Prescribers, Clinical Pharmacists, Physiotherapist etc.
- Maybe short video clips from staff, Additional Services staff, and PPG Members to go onto the website.
- Look at how patients want to be contacted.
- Contact local news sheets/rags – maybe get a regular page, monthly or quarterly with "Did you know" sections as we used to in our PPG Newsletters.
- Virtual Consultations?
- Alternating face to face & virtual PPG Meetings – maybe starting on a monthly basis, as we need to keep the momentum going until things get bedded in, then move to bimonthly or quarterly.
- The main points taken from this meeting are that we need more "Information & Education".

We look forward to the next meeting where we can move forward with some of the ideas discussed and get this PPG up and running again.

The Partners & Management,  
Green Meadows Surgery