

PPG Meeting

Date

Wed 05 Nov All day

Location

The Groves Hinchley Wood - Room 2

Details/Agenda

PPG Meeting:

Date: 05/11/2025

Attendees:

- Faye Fearon - Healthcare Service Manager
- Shelley Herbert - Patient Service Manager
- Dr Goel - GP Partner
- Ann Sutton

- Lateif Jorephani
- Susan Higginson
- Lynne Sinclair
- Barbara Slinger
- Carole Robinson
- Michael Sisk
- Carol Beattie
- Denice Tinson
- Lindy Williams
- Richard Deacon

- A warm welcome and introduction of everyone present
- Successful flu clinics – catch ups for anyone who has not had the flu yet
- Do patients know how to book in?
- Any feedback or questions?
- Any ideas for improvements?
- New full time practice nurse
- Recruiting for new full-time GP
- Dr Lunberg-Adams with us for 18 months
- Clinical pharmacist Jes
- Rapid Health

Minutes

Discussion Points:

- **Flu Clinics:**
- Review of recent flu clinics.
- Acknowledged a technical issue with an NHS England system update on the morning of one clinic, which caused significant delays.
- Apologies issued for the disruption.
- Feedback from attendees was mixed; some experienced a "very slick" service, while others noted the chaos.
- Cassie, a newly qualified HCA, participated in her first flu clinic.
- It was noted that running two clinics simultaneously contributed to the congestion.
- **COVID-19 Vaccinations:**
- The practice does not offer COVID-19 jabs.

- The decision is related to funding and resource allocation.
- Logistical challenges with the COVID-19 vaccine were discussed, including storage, the need to draw it up (vs. single-shot flu vaccine), potential wastage, and the requirement for two clinicians.

- **Practice Website & Appointment Booking:**

- Discussed the current "triage" system (AccuRx), a government initiative.
- Patients request an appointment via the website or NHS login, or by calling reception who will complete the online form for them.
- Feedback received that the system can be confusing and that there is still a perception of an "8 o'clock rush" as triage can close if capacity is reached.
- Practice acknowledges that clinician sickness and recruitment issues have impacted appointment availability, causing the system to shut down early on some days.

- **New Triage System - Rapid Health:**

- The practice is investing in a new AI-driven triage system called Rapid Health, to be launched in January.
- This system is already used by other sites in the group and is reported to be working well.
- Rapid Health uses more detailed, questioning pathways to signpost patients appropriately before clinician review.
- The aim is to free up a GP's entire day from triage duties, thereby increasing the number of available patient appointments.
- The system will have separate pathways for adults and paediatrics.
- An iPad will be available in reception for patients who need assistance, with staff on hand to help.

- **Staffing Updates:**

- A new full-time practice nurse, Diane, has been recruited. She works Monday, Wednesday, Thursday, and Friday. She is very experienced in asthma, diabetes, and complex wound dressing. She will also be trained to provide micro suction clinics.
- Cassie has qualified as an HCA and will run phlebotomy and ECG clinics on Tuesdays and Fridays.
- The practice is actively recruiting for another GP for Tuesdays and Fridays.
- Dr. Matt, a GP trainee in his final 18 months of training, has joined the practice. He is very experienced and has received excellent patient feedback.
- Jes, a new community pharmacist, works two days a week for medication reviews and queries. Patients are encouraged to utilise her expertise. She is training to be a prescriber.
- Kathryn, an Advanced Care Practitioner (ACP), is available on Mondays and Tuesdays for a range of medical conditions and can prescribe.
- Dr Walker has completed a dermatology diploma.
- Dr Jivani will be increasing his days to Wednesday and Thursday.

- **Patient Feedback (from Lynne, via a representative):**

- Reception staff attitude: Acknowledged that while receptionists have a difficult job, their role as the first point of contact is crucial. Feedback was received about some staff being "short" and "sharp".

- Lots of very positive feedback from the PPG members regarding the whole team.
- Telephone line quality: Feedback received about faint and poor-quality phone lines.
- Face-to-face appointments: Confirmed that patients can request face-to-face appointments and can also request a specific GP, although this cannot always be guaranteed.
- Video calls: The practice does not currently offer video calls, but the point was noted.
- Voice recognition (Heidi): Positive feedback on the use of the Heidi AI scribe, noting it allows the doctor to maintain eye contact and focus on the patient.

- **Physiotherapy Access:**

- A patient representative shared their negative experience with a long wait for an NHS physiotherapy appointment (March to August), leading them to seek private treatment. They deteriorated while waiting.
- It was clarified that the routine NHS waiting list for physiotherapy is 4-6 months.
- The practice has two first-contact physiotherapists (FCPs), including Viola, who is more experienced and can manage complex cases and joint injections. Patients experiencing delays or deterioration should contact the practice to be seen by an FCP.

Decisions Made:

- Future flu clinics will be scheduled to avoid clashes with other clinics to reduce congestion.
- The practice will proceed with the launch of the Rapid Health triage system in January.
- Another PPG meeting will be scheduled for around March to review the new system.
- Reception staff will undergo further training next week on "tips for speaking to patients" and a "handling difficult conversations" course in December.

Action Plan:

- Faye Fearon and Shelley Herbert to continue monitoring reception calls and proceed with planned staff training.
- The practice team will be trained on the new Rapid Health system in December.
- The new system will be launched for patients in January, with updates provided on the website.
- The team will offer some PPG members the opportunity to be "test patients" for the new Rapid Health system.
- Clinicians will be reminded to check patient notes for alerts regarding hearing impairments to improve communication during telephone consultations.
- Faye Fearon and Shelley Herbert to ensure patients with long waits for services like physiotherapy are aware of in-house

FCP options.

Next Meeting:

- Date: March (provisional)
- Agenda: To gather feedback on the new Rapid Health triage system.

Additional Notes:

- The importance of continuity of care was discussed and acknowledged by the clinical team.
- The practice website contains a list of all clinical staff, their roles, special interests, and working days.
- A patient representative praised the practice and staff, from receptionists through to clinicians, for their efforts.

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