

# Chalfont Surgery

## Patient Participation Group (PPG) Meeting Minutes

**Date/Time:** Thursday 11<sup>th</sup> January 2024 at 2pm.

### **Attendees:**

- Mario Paschalides (Practice manager)
- Dr P Gash
- Ayse (Admin Team Leader)
- Gizem (Admin staff/ Minute taker)
- Mrs Joy Muschett-Webber
- Ms Linda Cooper
- Mr Mahamoud Muhumed

Apologies for absence from Mrs Pirjo Kariolis.

### **Agenda:**

- Introductions
- Minutes of last meeting
- Total Triage
- Patient survey results
- AOB
- Date of next meeting

### **Minutes of last meeting:**

Mario explains the main part of the last meeting was discussing the modernisation of the building. This should still be going ahead as planned before the end of the year. It will be a whole refresh of the building allowing us to have more space. The general change will mainly be with the reception area.

Mrs Muschett-Webber asked if there is a floor plan. Mario answered there is currently no floor plan as the CCG is still working with the owners of the building to finalise the plan. Once there is an official floor plan, then we could share it.

Mario added that NMUH phlebotomy is now on the ground floor. As the covid program is now finished, they have replaced them on the ground floor.

Mrs Muschett-Webber advised that she has observed less patients around the reception area as well as less disruption to Chalfont reception desk.

### **Patient survey results:**

Mario explained that the software sends out text messages randomly to patients. The message includes a single question which is 'Overall how was your experience with our service?'

### **Total Triage:**

Mario discussed that there is new software developed to streamline our appointments booking system. It is going to go live with Evergreen and potentially with Chalfont in the next 4 to 5 months. UK wide there is a lack of GP's, and the population is growing therefore surgeries and patients are struggling with appointment access. The main reason for complaints at the moment is access to GP appointments or long waiting times on the phone. We have looked at the total triage system which is being used in Barnet and Haringey. Patients will no longer be able to call and book appointments with the GP. They will need to go online on the NHS app or via the surgery website where they will need to complete 4 questions. There will be a GP at the surgery triaging patients answers and will contact them to either book an appointment, give advice or refer to a more appropriate service.

Mrs Muschett-Webber asked what happens to patients that do not have sight, have a disability or simply cannot use the internet. Mario advised that if patients cannot use the online system for any reason, then they could still telephone the surgery, and the receptionist will ask the questions instead.

Mrs Muschett-Webber asked if there is a likelihood that patients will be doing more 111 calls, if they cannot do the online questions or do not want to go through that system. Dr Gash answered that they are more likely to call 111 with the current system compared to the Total Triage system as any problem will be triaged by a GP on the same day. Mario also added that there will not be a worry of having to call at 8am and not getting an appointment.

Mr Mahamoud Muhumed apologized and had to leave the meeting.

### **Any other business:**

Mario advised that Mrs Kariolis was unable to attend and sent her apologies. Mrs Kariolis asked for three questions to be discussed in her absence. She asked how the surgery is doing after the merger. Mario answered that from the GP perspective it has been very successful. Everything was merged correctly, and we have had no complaints from patients. Her second question was when did the walk-in service stop and is it likely to re-open? Mario replied that it stopped when Covid began as per NHS England instructions. It is open for appointments only booked in by the GP. Patients can still get appointments on the weekends/ bank holidays etc. The third question from Mrs Kariolis was how many permanent doctors we have and if the merger has saved costs? Mario replied that the merger was not a cost saving exercise, it was asked for by the CCG. We currently have 7 admin staff, 3 full-time nurses who have a rotation with Evergreen surgery and 3 permanent GP's.

Mrs Muschett-Webber advised that she had called the GP to ask about breast screening and was given a number to call. Says she did not know about self-referral for breast screening services. Women are not aware that they could self-refer to continue having checks and there should be more leaflets or posters on the boards after the building is reconfigured to promote these things more.

**Next meeting scheduled to take place on 9<sup>th</sup> of May 2024 at 2pm.**