

# Whiteacres

## Medical Centre

### **Patient Participation Group Meeting** **Date: Tuesday 15<sup>th</sup> October 2024 at 12:00**

**Attendees:** Dr Thomas Daniel (GP Partner), Jitinder Birdi (Operations Manager), Chelsea Beattie (Administrator),  
**PPG Members** (Names will not be listed)

#### **PPG Feedback**

##### **Welcome and Introductions**

Jitinder welcomed all existing and new PPG Meeting Group members and went through general housekeeping such as tea and coffee facilities, bathroom locations and fire safety procedures. Everyone went round the room and introduced themselves to the rest of the group.

##### **Website Introduction**

Jitinder explained to the group members how there was a lot of confusion with the surgery's websites, with even having two at one point. The PCN and governing bodies had a lot of control of what the website looked like, how it functioned and what information was available. The surgery now has full control of their website and what information is available. Jitinder asked attendees how user friendly the surgeries website is for patients. The room was open to attendees' feedback.

##### **Website Feedback**

- A question was asked about the usability of the website.
- Members discussed that they are unable to communicate with the surgery at the weekend even for an admin query as the triage is closed and is the main point of communication with the surgery. Stated that no ability to contact and found it very confusing and all digital routes blocked.
- Members would like an alternative way to communicate with the surgery for non-clinical matters such as an email.
- Members stated that they do not have to call the surgery early in the morning but still have the same issue having to complete the form early to 'beat the queue'.
- Members mentioned that they are unable to make an appointment on the website and cannot get through on the telephone.
- Members stated that the website is not user friendly, and the triage process is very confusing and overwhelming.
- Other members advised a company called UX design whose job is to make websites more user friendly and easier to navigate.
- The new website has not been patient tested and is something that Jitinder hopes to do in the future.
- Jitinder welcomed the feedback about the website. Dr Daniel is aware that not all of the surgery's demographic can use the website and some patients do not own a mobile. Stating that staff can help patients navigate the triage system by calling the surgery.

## **ACTIONS:**

- Home page “softened”. An introduction message has been added.
- Home page de-cluttered.
- Essential information (Opening hours, contact details) is available on the home page.
- Patient triage wording, description, instruction are still being reviewed and will evolve with further feedback.
- Web design instructions added to the website to ensure compliance and to measure how user-friendly the website is.
- We are looking to make the process of “getting in touch” with the practice easier and more defined.
- Whilst we encourage completing a triage form as soon as one can, the benefit of the triage solution is that there is no “que” system and waiting on a phone line.
- Further enhancements have been made and are continuing to be made to ensure the website is user friendly, simple to navigate and all information is clear and easy to understand.

## **Patient Triage**

Linked to the website feedback, discussions took place around the patient triage solution in place. Members stated that patients are unsure how to get an appointment as the process has changed. Members felt that it would be helpful if the surgery’s website had a positive welcome message, a step-by-step education video on how you are able to access services. Jitinder stated that the surgery has been looking into a patient pod to show and train patients how to do a triage form etc.

## **ACTIONS;**

- Valuable and useful feedback was obtained during discussions around our triage solution. The practice is carrying out a total review of the triage solution based on the feedback obtained. Details will be on the website. The general discussions were around;
  - The website is not clear on the triage solution.
  - When triage is closed it is not clear what I do for non-medical queries
  - If my request is urgent, why do I still need to complete a triage form?

## **Complaints Process Feedback**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **ACTION:**

- Complaints process added to the website.

## **Leaflet Introduction**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## **ACTION:**

**This leaflet has now been added to the home page of the website.**

## **NHS App Plush**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting. **Reception Area/Leaflets/Display Feedback**

Unfortunately, due to time constraints, this item will be postponed for discussion until the next PPG Meeting.

## Over to Members

Overall members could not praise the surgery enough for the high standard of care they have received whilst being a patient with the surgery.

A few items that members discussed were:

- Robotic post-natal checks that were lacking warmth and care. Note enough time to go through check.
- Blood samples and results that are skewed due to process. Dr Daniel advised that blood samples needed to be sent the same day as the test in question was time sensitive and may produce inaccurate results.
- Social prescriber's referrals. Receptionists should recommend Samaritans etc. when presenting a crisis instead of A&E.
- Unable to connect to NHS App.
- Querying regular health checks for patients.
- Patient feeling abandoned with lack of communication from secondary care and unsure who to contact.
- Triage forms patient completed not read properly and had to be re-triaged.
- Diabetic reviews are rushed with a ten-minute phone call.
- Waiting room is not friendly.
- Previous surgery had a newsletter, which made patients feel less isolated.
- The complaint process is too long, member stated that they should have an acknowledgment message after 24 hours and 38 days is too long. Dr Daniel advised that the 30 days stipulated is an NHS rule, so investigations can be conducted and notes reviewed.
- Holistic chronic condition reviews, up to date knowledge of services and regular GP follow-ups for chronic conditions.
- Unsure of the criteria for patients to get a face-to-face appointment. Dr Daniel advised that if a GP thinks a face-to-face appointment is needed or if it is a patient's request, then the surgery will try their best to accommodate their request.
- Patient asked if a video consultation would be an option to see a GP if a face-to-face appointment is not available. It was advised that this can be accommodated at the patient's request, as we have the technology to facilitate.
- Reception staff are courteous and caring but lacking in warmth.
- Members suggested the possibility of volunteers to meet and greet patients.

## ACTIONS:

- Due to data protection and clinical concerns on an individual basis, Dr Daniel reached out to individuals with their concerns. Outcomes are not disclosed within the minutes.
- We have recently upgraded our waiting room, making it less cluttered.

## Whiteacres response

Thankyou to everyone who attended. Feedback and information provided has all been taken away for review, feedback and actions.

An action plan based on this meeting will be released onto the website in due course.

There was a lot of important and valuable feedback from PPG members!