

## ***SPHC PPG MEETING – 31.10.23***

### ***Update on New Building***

Patients attending the meeting were advised regarding the liquidation of the contractors and that a new contractor has been appointed, however, this will result in a delay. Completion date is now expected to be March 2024.

The implications of the delay will result in call back service within the telephone system is now not anticipated to be in place until early next year.

The Travel Clinic is now in place.

Communication with architect and council regarding the suggestion raised at the previous PPG for a green space and pedestrian access.

### ***Current Issues***

Patient demand has increased although funding remains static.

#### **Potential Improvement**

An attempt to reduce use of locums to improve continuity of care for patients.

15 minute appointments for patients as standard, rather than the traditional 10 minutes currently.

Training in triage and review of the system. A new triage system is being assessed to ensure patients are being booked in with appropriate clinician. However, patients were warned that more information may be requested at time of booking an appointment.

Moving towards the BMA recommended maximum consultation of 25 GP appointments per day.

### ***Access to GP Data***

From 31.10.23, all patients can be provided with prospective online access. The surgery has decided to implement an opt in service. This will allow the patient to provide proper informed consent and safeguard access to patient data. Issues were highlighted regarding quality of notes and abbreviations used.

To access the service patients would need to provide a copy of photo ID and proof of address.

Access to investigations may be confusing for patients. Data will only be visible from date of request and not historical.

### ***Patient Suggestions***

Confusion regarding SMS/text/Mjog messages. Patients asked if these could be standardised as current messages received may have SPHC, St Peter's or no information regarding who the message is from.

A link to booking an appointment via message received was suggested with a potential to language translations/braile etc.

Messages are often generic and some patients would like more information included within the request.

Patients were advised that their preferred method of communication can be specified.

Clearer information requested for those patients who are unable to read or write, learning disabilities, sight issues, easy read, large print, audio instructions linked to a QR code.

Patients voiced their frustration with receiving a message to book appointment following message received and then advised that no appointments are available. Issue regarding LTC appointments?

Practice Leaflet

Suggestions received to include list of GPs and their particular area of speciality, where to seek support for Health, Wellbeing and MSK, self-referrals in an attempt to reach a wider range of patients.

Simplify jargon used in invitations to promote inclusion.

PPG Committee

A suggestion of setting up a committee to include a smaller group of patients to assist with feedback.