



## Patient Participation Group Meeting Minutes

**Date: Thursday 21 November 2023, 15:00; Conference Room - MS Teams**

- 1. Welcome and introductions**
- 2. 2023 Patient GP Survey Presentation.**
- 3. White Lodge – service updates**

Q2 – 2664 Urgent appointments  
DNAs last week – 44  
DNAs since our previous meeting 753

Hours of appointments in a usual week

GP	154.5
ANP	19.5
GPN	30
HCA	28.75
Other healthcare professionals	16.5
Total hours in Q2	3242

We identified a number of patients living outside the NCL ICB commissioning area and are asking them to register with the local GP. It was increasingly difficult to provide an efficient and timely service to these patients as our referrals were rejected, our forms were incompatible with the local services, and we struggled to communicate with social workers and safeguarding teams. These patients are not happy with our decision, but given the circumstances, we had no choice but to ask them to use a local GP where they can get access to the broader range of services.

You can now access your GP record via the NHS App - before Christmas, we will publish materials on our website to guide you through the process. <https://nhs-digital.zendesk.com/hc/en-qb>

### **4. White Lodge – staff updates**

Since our last meeting we had Dr Ratnarajah and Dr Harrington joining our team. This week Dr Lisa Roberts joined our team to work 5 sessions on Monday, Tuesday AM and Thursday.

ANP - Julia Chapman now works Mon & Tue and every other Friday We have a new nurse - Fatmira Duro, who is now undergoing training to complete her training in General Practice; once her training is complete, she will be working 3 full days.

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General Practice; once her training is complete, she will be working 3 full days.

## **5. Q&A**

This model is a way of organising work in general practice that enables practices to:

- see all patient need, by providing inclusive, straightforward online and telephone access
- understand all needs through structured information gathering
- prioritise and allocate needs safely and equitably (including continuity of care)
- make best use of other primary care services and the multi-professional team
- improve the efficiency of their processes and reduce duplication.

The modern general practice model eliminates the 8 a.m. phone call queue and uses a 'first come, first served' process for allocating appointments.

Instead, the model requires consistent, structured information to be collected at the point of contact - to let the practice know about symptoms, ask a question, make a request or follow up about something - with patients either providing this information via an online form or to the reception staff who capture the information about their needs.

Patient needs can then be consistently assessed and prioritised (triaged), allowing practices to provide patients with the most appropriate care or other response from the right practice team member, including signposting or referring patients to other relevant services.

The ability to better allocate patients to the right health professional or service supports the effective use of all staff time and skills, including staff employed through the Additional Roles Reimbursement Scheme (ARRS).

It also supports improved ability and capacity to provide continuity of care for the most vulnerable patients and those with long-term conditions.

The use of different consultation modalities, including text or online messages, is also important to facilitate flexible working for staff (which supports retention) and provide patients with a variety of options for receiving care and advice in the most effective way, depending on their needs.

## **6. Prescription – issues**

We understand there are days when the prescriptions are processed slower than usual, but we always aim to process them within 2 working days after the submission date.

## 7. AOB

### Suggestions from members:

Update the website to include information on how to book an appointment and pick the relevant line

Create a leaflet on how to book an appointment

## Appendix 1. GP Patient Survey 2023

