

PPG Meeting- 25.04.2025 12pm

Attendees A Castle Practice Manager and A Whitehead Admin

Members - AT, TA, YW, JH, HB, MT

Mandy welcomed everyone including new members JH and HB.

Triage

TA- Triage is going well however we should remind patients that they are only able to go on it between certain times.

AC- Reassured patient that from October will be open all day

HB- Happy with the service and new system, however concerned how far in advance needs to book a blood test. Due to not much availability. AC advised rotas go on monthly but will be looking at this and putting on more ahead.

MT- Struggling to use the new Triage system and would like some help to be shown how to use it.

AC- Happy to show patients how to use the system if required. Informed the group of how pharmacies can help and what they can help with.

HB- Where is the information about pharmacies and what they can do?

AC- It is located around the surgery on the boards.

TA- Maybe an idea to update the Facebook page with what the pharmacies can offer. Also are the accrux Triage forms saved.

AC- All forms that are filled by the patient are saved to their individual records.

JH- Are the surgery monitoring the patients who are not able to complete the Triage forms?

AC- No, patients who are not able to do it phone the surgery. The admin staff then fill in the forms for the patients.

YW- Found the new triage form quite easy to use, was impressed with the fast response by GP calling on same day.

YW- When going on surgery website, sometimes which can not be helped by the surgery but the cookies can be overwhelming as so many boxes.

JH- Maybe an idea to have information sheets on cookies about what to do or how to do if we do not want them.

Test Results line – From 1st June test results line between 12 and 1 is going to be stopping. The admin staff will be able to give out results.

HB- What happens if a patient is not happy with the results they have seen online or been told by admin.

AC- The admin staff or clinician will then book the patient an appointment to discuss their results if abnormal.

MT- Will patients still be contacted if their results are abnormal?

AC- Yes, the GP will notify the admin team and get them booked in to speak to someone.

YW- Can I just add that when seeing the nurse, they say we will receive a call with our results.

AC- I will tell the nursing team we should not be telling patients this.

TA- Maybe the air mid app can be advertised.

JH- On the System online app can the button that says about booking appointments be removed. Maybe eliminate some apps. AC will look into this.

Supporting bluebells- We are currently still caretaking bluebell and will update if a permanent merge takes place.

New Practice Nurse- Hannah starting in june, 3 day a week and asthma Trained.

Building Changes- We are looking at potentially doing some building changes to surgery for extra space that is needed. AC will update at next meeting.

YW- Has the staff had any personal safety training?

AC- We will investigate as to whether this type of training for the staff is possible.

Meeting closed at 1.15pm. Next meeting will be July – AC to verify date.