**PPG Workshop**

**21st March 2023**

**1pm-2:30pm**

**The purpose of the workshop:**  
To discuss both sides of a journey of the Practice, from the patients’ point of view and from the Staff’s point of view of the challenges, frustrations, what is working well in the Practice and to generate and implement new ideas on how to improve the Practice.

**2022 Patient Survey**

**We have improved on the following domains:**   
- Access to Phone   
- Helpfulness of GP Receptionists – Our receptionists are doing a fantastic job.   
- Offered appointments – increased to 98%  
- The healthcare professional who they saw gave them enough time during their appointment   
- Had confidence and trust in the healthcare professional they saw and that their needs were met

**Format of the workshop:**

* To split into three groups to discuss What’s working, Challenges and Ideas for the Practice.

**What is working well**

* **New roles in the Practice –** Paramedic, Pharmacists, Mental Health Nurse, Physio, Social Prescribers
* **Online triage forms –** increased access to appointments for patients
* **In-house Services –** Blood tests in the surgery
* **Valuable information from GP –** Knowledgeable
* **Some patients are happy to see a pharmacists or alternative clinician rather than a GP if necessary**
* **Language Line**
* **Parking Spaces for patients**
* **GP Co-op –** Increased services
* **Good online information**
* **Increased appointment times for GPs – from 10 mins to 12 mins**

**Challenges**

* **Not having enough appointments**
* **Staff feeling stressed and overwhelmed**
* **Online availability to book appointments-** limited and no availability for 16 weeks for patients to book appointments
* **Some patients are not aware of the services / other roles in the Surgery**
* **Co-op Services – “dry” –** Not actually taken the workload of the GP as they did not offer the solution to the patient’s problem, they always refer patient back to the GP.
* **No triage appointments in the afternoon –** not all patients can wake up and call at 8am and all appointments are gone within 10 minutes.
* **Waiting times on the Phone –** it is too long.
* **Patients coming on with multiple problems**
* **Parking spaces –** getting used by people who are not our patients and not coming in for their appointment.

**Ideas**

* **Paramedic –** Jack can do Triage
* **Reduce DNA’s**
* **Staff Training on how to deal with Challenging patients**
* **Waiting Time in reception – should be cut down**
* **Improve services for elderly and vulnerable**
* **More prescribers – take pressure off the GPs**
* **ARRS roles to get training to issue MED3 Certificates**
* **Patient education –** so they can be aware of what other roles / services are available in the surgery
* **Increased allocated time for Registrars –** **registrar happy to do one full day of admin**
* **Make use of web and text services available to educate patients**
* **Large display board in reception with Patient information**
* **Automated messages to inform patient that there are no more appointments left on the day instead of them waiting in queue for a long time only to be told there are no more appointments**
* **Separate call lines for urgent and routine appointments**
* **Triage questions –** to be available for receptionists, to triage patients when they call in the morning. E.G ear pain, stomach pain

**Priority**

1. Staff Training – needs to be specific and continuous – every staff member needs to be trained.
2. Education for patients – PPG members are willing to talk to Patients in reception area / do a workshop on what services are available in the Practice
3. Look into increasing number of appointments available – more online slots to be made available to Patients to book online

**Projects to be discussed:**

* **Garden project**
* **Over 60’s movie night – social prescribing. This can ease the burden on GP and appointments. Patients will socialise more and become aware of services available and will be able to give feedback.**
* **Coffee Mornings**
* **Updated information sheets for patients – with all the services and different roles in the surgery**
* **Share ideas with other Practices in the local area and their PPG members.**

**Staff training – 28.03.2023   
Next PPG meeting date – 18.04.2023**

**Next PPG Workshop – TBC**