

Report of the PPG meeting – 28th May 2024

At the PPG meeting in May we were joined by GP Partner, Dr Michele Giorgi and the meeting was chaired by Practice Manager, Sue Bramley.

The meeting began with a presentation from Practice Development Manager, Shaun Egan who gave members of the PPG an overview of the Online Consultation Platform, SystemConnect. At the last meeting we announced that we would be using SystemConnect which is provided by our core clinical system provider and integrates with our current system.

The first development in progress is providing registered patients with the option of submitting online consultations/requests. The Practice have chosen the IT solution 'SystemConnect' to provide this solution to patients and are currently running a pilot with Fit note/Med 3 requests. Over the next 9 months, the Practice will managing a phased roll out to patients starting with administrative requests with the aim of eventually allowing clinical requests.

The second development in progress is offering patients the ability to register with the surgery online using a 3rd party provider. This includes automation functionality whereby 90% of registration require no human input therefore reducing the administrative requirements. 10% of online registrations will still require human input due to flags raised by the system such as safeguarding concerns, mistakes with the information inputted etc.

The Practice Development Manager emphasised to members that online services offer an alternative to patients when contacting the surgery but will not replace the phonelines and asked for feedback from members.

The Practice Manager informed members that the Practice has received reports of patients discussing Winterslow surgery on a public platform. Lots of negative comments regarding access to appointments and rumours regarding closure of the surgery etc, which are untrue. Staff members can see these comments and it is affecting staff morale.

Members of the PPG were asked for feedback. Suggestions from members included:

- Disseminate some factual information via Parish clerk bulletin
- Localised patient survey to determine if the comments/opinions are shared amongst the wider community
- Statement from surgery via its own information channels

The Practice Manager closed the meeting by thanking all participants for joining and providing their feedback.