

Wandsworth Medical Centre
Patient Participation Group (PPG) Meeting Minutes
Wednesday 29-11-2023 18:00 – 19:15

1	Introduction and Welcome	AJ/RP
2	<p>New total triage on-line system introduced on Monday 17th July</p> <p>New NHS requirement</p> <p>Aim to address various healthcare challenges effectively.</p> <p>In the new on-line system, patients’ concerns are evaluated by a GP, allowing for a timely determination of how urgent the issue is and appropriate care pathway assignment.</p> <p>Urgent cases are given immediate priority, while less urgent or routine cases may receive advice or could be referred to specialists, streamlining the allocation of healthcare resources and minimising unnecessary visits.</p> <p>The new total triage has replaced a previous on-line booking system with each on-line medical form assessed by a GP and appointment booked as required.</p> <p>To ensure equitable treatment for patients, the access process is divided into three phases:</p> <p>1st. patients provide information through an on-line form or contact the Practice via telephone as they used so the reception team will gather the information and complete the form on patients’ behalf,</p> <p>2nd. involves a GP’s evaluation for clinical queries, while administrative queries are directly routed to the appropriate team.</p> <p>Challenging start but the system is in full use with a triage team available from 08:00 to 18:00 Monday to Friday. Triage medical and administration teams assessing messages received from patients daily.</p> <p>Phone lines continued to be available from 08:00 to 18:30 weekdays and reception team available to help patients with no access to internet to submit the on-line form on behalf of patient by using a tablet available at the reception.</p> <p>Ability to communicate with patients via short messaging service (AccuRX)</p>	AJ & IC med students

	<p>Face to face and telephone appointments available on same day and in advance</p> <p>Patient survey results and e-consultation short video presented by Imperial College medical students https://www.youtube.com/watch?v=m12r-RnNyAU</p> <p>Brief guide on the new Practice website set up recently to allow patients to easily submit their on-line forms and medical requests Wandsworth Medical Centre: Your Local NHS GP Practice</p> <p>New Facebook page to be used for further announcements and health campaigns www.facebook.com/WandsworthMedical/</p>	
3	<p>Primary Care Network Team expansion Primary Care Network Team formed in 2019 as a network of 5 surgeries (Southfields Group Practice, Earlsfield Surgery, Triangle Surgery and Elborough Street Surgery)</p> <p>Continued expansion of the services available to patients and bookable through patients' registered surgery</p> <p>Appointments available within PCN Face-to-face and telephone with GPs Nurse appointment Menopause clinics and coil fitting clinics Weekly clinics for acutely unwell children Physiotherapy Hypertension management Health and Well-being coach 1:1 and group sessions Clinics with assistant psychologist</p>	AJ/AM
4	<p>New starters this year</p> <p>3x new salaried GPs 2x physician associates 1x nurse trainee 2x pharmacists 1x assistant practice manager</p>	AJ/AM
5	<p>Feedback:</p> <p>Some patients reported that it was easier to submit their first on-line form with the reception team or via phone Some patients reported that needed to try how it works first and then to learn how to use it if needed Some patients reported that they would prefer to have the on-line form also available outside usual opening hours</p>	AJ/AM

	<p>Patients were informed that outside usual opening core hours 08:00 – 18:30 medical assistance needs to be sought through NHS 111 or local emergency hospital</p> <p>Some patients reported being unsure about how to book an appointment now since the on-line NHS app does not allow to book appointments on-line</p> <p>Patients were reassured that the reception team could take the details of the health issue and submit it on behalf of the patient if there is no access to internet</p>	
6	<p>Attendees:</p> <p>Dr Aryan Jogiya (Clinical Lead and GP Partner), Dr Ruslana Popelyuk (GP Partner), Arleta Morgiel (Practice Manager, notes taking), Imperial College Medical Students, 14 patients joined in person and remotely</p> <p>Wandsworth Patient Group Forum, Borough wide – 10th January 2024 at 14:00 Venue to be confirmed</p> <p>Wandsworth Medical Centre PPG meeting – Spring 2024</p>	