# **Beauchamp House Surgery**

**Minutes of the PPG Meeting held on Tuesday 21st January 2025**

**Those Present:**

**PPG:** Dawn Woolcott, Lesley Smith, Joan Boyton, Derrick Peto, Kay Holmes, Pat Crace, Nicki Doherty, Kate Bischler, Rosalind Gunning, Paul Osman.

**Practice staff:** Dr.Rustgi, Christine Wood.

**Apologies for absence:** Brenda Freshwater

**Meeting opened by:** DW

**Minutes of previous meeting:** Accepted

**Matters arising:** None

It was ascertained that those present had read the updated surgery report submitted by Rohita. CW commented that a new nurse was starting at the surgery covering diabetes and asthma. DW asked CW if she would check with Rohita what was intended by the sentence in the surgery report “Would PPG wish to support with increasing the uptake with these (NHS) health checks”

The meeting continued with a discussion on the ‘new appointment system’. PC asked if the system had gone live yet. Dr Rustgi said that the system was beginning to be operational and CW added that the surgery will continue to push forward with the system. Dr Rustgi added that the system appeared to be running fairly smoothly at the moment and she emphasised that the receptionists were there to help fill in forms for those patients who had no access to digital communications. Dr Rustgi added that a designated doctor would ‘triage’ the forms to decide who and when patients needed to be seen. DW asked if the system would operate overnight, CW advised that the system will be switched off overnight and if the system reaches capacity during the day patients will still be able to ring the surgery if they have an urgent problem. KB asked a question on similar lines, what if a situation arose that the e.mail system had reached its full capacity and a patient with a fairly urgent problem had to try to make contact at a later date. The advice given is to phone reception for the duty doctor to decide whether to bring a patient to the surgery. ND asked how many calls are now being received early on Monday mornings, CW estimated around 80 calls at the moment but it is a learning curve for everyone and Dr Rustgi felt that the morning rush will begin to ease steadily as time goes by. Dr Rustgi said that the triage analysis process will commence early each morning and by about 10.30am appointments could begin to be issued. ND asked if there is a plan to inform patients of the new appointment system. CW said that patients hear a lengthy recorded message about the new system whenever they phone the surgery. Hopefully the length of the recorded message can be reduced as patients get used to using the new system. ND felt that there should be more communication with patients about the new system. PC suggested the distribution of a ‘patient-wide’ text message. ND suggested a “frequently asked questions” area on the e.mail response. Dr Rustgi emphasised that reception will always be available to offer help and to fill in forms for patients if necessary. Patients should still phone reception for appointments with the nurses.

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DW asked what happens if a patient’s e.mail had not been answered within two days. Dr Rustgi said this should not occur as the e.mail list is regularly checked.

The triage system-priority is dependent on recognising certain key words which describe specific conditions, also the age of patients i.e young children or very elderly patients.

CW mentioned that e.mail or text messages will request a response from patients.

CW commented that the most straightforward method of contacting the surgery is vie the website using “accurx” which doesn’t require a username or password. DW asked if a review of the progress of the new system will be carried out. Dr Rustgi said it will be reviewed when necessary. DW asked whether the poster giving information about the new system would be permitted to be included on the PPG’s Facebook page. Once again ND mentioned that more communication from the surgery would help to make both the PPG itself and the PPG’s Facebook page more effective.

**Any other business.** There was no other business

The meeting closed at approximately 7.46pm

The next meeting will be held on Tuesday 29th April at 6.30pm

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