

1	Welcome and Introduction: MMA welcomed everyone to the PPG In attendance: MMA, AR, SA, MMo, PTh, SL, MS, JD, RP, SP, RW, PR (joined via TEAMS)	
2	Apologies: GM & PTa	
3	<u>Approval of minutes</u> Minutes of the meeting held on 10th June 2025 were approved as a true reflection of the discussion.	
4	<u>Actions' Arising</u> No actions arising to be discussed	
5	<u>Treasurer's Report/Receipt</u> The balance held by Bushloe Surgery on behalf of the PPG is £81.83.	
6	<u>Surgery Update</u> RW discussed concerns re access that have been raised by patients and PPG, in particular forward bookable appointments and the 8am rush on the phones. The Practice has been looking at alternatives which is partly driven by the contractual changes made by the Government that come into effect from the beginning of October. Patients cannot be told to come back, and all patients should receive an answer to their query. Patients should also be able to access their practice electronically as well as in person or by phone. 8 o'clock rush for appointments is based more on demand for appointments rather than actual medical need. Receptionists currently triage calls, but these can be difficult to manage not least because the team are not clinicians. We currently deliver double the number of appointments than expected but we know it is still hard for patients to get access, stressful for clinicians who see a huge number of patients oncall and stressful for reception who can often be telling patients from 10.00am that there are no appointments left. Dr Adcock & SP have visited other practices to see how they manage their appointment books and from 7th October, the Partners have decided to move to a system called Total Triage. The starting point behind this is Right Person- Right Place – Right Time All requests will come to the Practice either by completing the online Contact the Practice form, ringing reception who will complete it for you or by coming in person and completing the form. The forms will then be initially triaged by an experienced receptionist who will send appropriate requests to Pharmacies or	

other agencies. They will then initially triage the requests as a Priority 1 (on the day), 2 (within 3 days) or 3 (within 10 working days) These will be reviewed by the GP who will either agree and send for appointment booking, request more info from the patient or deal with the request quickly there and then.

Dr Adcock, SP and the Patient Services Manager are in the process of setting the system up for the new way of working. We know that it will take time for patients to realise that they don't need to call early in the morning but can complete a form when its convenient for them and they will be directed to the right person at the right time. The online form will be open from 7am until 6.30pm Monday to Friday. The changes will be advertised on the website, phone message, posters, Facebook etc. SL suggested the Local council noticeboards for which we are grateful.

PPG members offered their support and willingness to be involved with the planning group. They were thanked but as this is the technical setup, it is not necessary. However, the support of the group in promoting the positive aspects of the changes to other patients was welcomed.

The team will be monitoring the success carefully in the first weeks and will seek feedback and make changes were relevant.

A member asked how they would make contact if a GP had told them to get in touch to review. The patient would complete the online contact form and make it clear that the GP had asked for them to get in touch to review. This would then be triaged accordingly and would most likely involve sending a booking link so the patient can choose to book with the preferred GP.

A member asked how the changes would affect the DNA rate: RW confirmed that we are obviously yet to find out but although it will inevitably rise, we hope we can keep it low. Patients should be able to cancel online but, as the phones should become quieter, it will be easier to get through to do this. Likewise, patients with learning disabilities or those who struggle with technology will find it easier to contact reception.

A member asked if we could use WhatsApp to contact patients as opposed to the expense of SMS messages: RW replied that WhatsApp is not an option as the servers it uses are not UK based, and the NHS has a rule that no data is stored offshore. There is appetite nationally to get a better deal for all ICB's.

Dr Palin updated the meeting that both Dr Ince and Dr Aslam have returned to Bushloe as ST3's. Dr Aly has now qualified and left to start her first GP post.. We have a new member of the reception team who is doing well and another new member joining soon. We also have a new member of the administration team starting soon to support with coding. Dr Shoshore, who has worked with us as a locum regularly will be covering Dr Mistry's maternity leave.

	Several staff are expecting babies; Dr Mistry and Dr Netto will go on maternity leave in December, a member of the reception team in late September and an HCA/Receptionist in February.	
8	<u>O & W PCN Update</u> A mobile vaccination unit will be in Bell Street on 25 th September to offer vaccinations to anyone who is missing them. Some vaccination rates are dropping too low to maintain herd immunity. Some patients will be directly invited to the walk-in clinic as well.	
10	<u>AOB</u> • If anyone can help with the vaccination clinics on 11th and 25th October, please contact Danielle or let SP know. • SP informed the group about the South Leicestershire Dementia Community who support the local community including here in O & W. SP is doing a skydive to raise funds at the beginning of October and if any members would like to donate, the poster is attached or alternatively a donation can be brought in for her attention.	
10	<u>Meeting dates for 2025</u> Tuesday 2 nd December 2025	

In Attendance

MMa Mari Mark (chair)
SA Stella Ayre
JD Jean Dale (treasurer)
SL Sue Lobb
MMo Margaret Moore
MS Marguerite Sturgeon
PTh Patrick Thacker
PR Paren Raval
RP Richard Palin (GP Partner)
RW Robert Whitehead (Practice Business Manager)
AR Angela Roberts
SP Sara Poultney