

Attendance
Dr Gero Baiarda, Helen Groenendaal, Robert Hall, Jack O’Neill, Lucy Simpson, Julie Wright.
Four GP Surgery patients + feedback from others shared by Lucy Simpson.

GP Surgery updates

1. Dr Baiarda provided updates from the GP Surgery team about:
   
   (i) NHS technology including online registration, triage, NHS App and e-consult.
   (ii) The national shortage of GPs and the impact of NHS cuts.
   (iii) The change from a Physiotherapy service to a Muscular-Skeletal therapy clinic
   (iv) Increased use of the role of the Nurse Practitioners.
   (v) Concerns about further cuts within the Mental Health services.

   **ACTION:** Review communications to patients about the NHS App.
   **ACTION:** Review communications to patients about the triage system.
   **ACTION:** Information on how e-consult works to be communicated through the surgery and discussed at the next PPG after its 'soft launch'.

Patient updates and feedback

2. **NHS APP:** A patient noted they had not heard about the NHS App and also shared they had been 'lost' in the triage system not receiving a call back from the surgery team after their initial call. Dr Baiarda apologised for this and said alerts should remain with the surgery team until the triage action had been completed. He noted the triage system was important to ensure patients that needed appointments were seen promptly.

3. **PATIENT SERVICE:** A patient raised about patient service from a member of the GP Surgery team. Dr Baiarda asked that patients formally record any complaints with the Practice Manager so they can be investigated and appropriate action taken.

   **ACTION:** The Surgery team to consider whether there could be a clearer way of encouraging feedback from patients or how to better publicise the options available to patients.

4. **E-CONSULT:** There was a further discussion about e-consult and it was noted this would be increasingly promoted to and used by patients.

5. **GENDER CLINIC LIASION & SUPPORT:** A patient commented there had been incorrect information provided to them by a GP about support and treatment. Dr Baiarda confirmed GPs are unable to start specialist treatment for patients but with shared care agreements treatment could be supported.

6. **SEXUAL HEALTH:** A patient noted they had been advised by the reception team that sexual health services were not available at the GP surgery despite communications to students about this and advice on the
surgery intranet pages. Dr Baiarda confirmed appointments for sexual health matters could be made with Dr Dickenson at her regular GP clinics.

**ACTION:** It was agreed to review the intranet content to ensure it was clear and for all reception staff to be reminded of what was available to patients.

7. **VACCINATIONS:** A patient reported they had been asked an inappropriate question by a member of reception staff when asking about vaccinations. Another patient said they had been advised Meningitis ACWY vaccinations were only available for first years.

**ACTION:** Dr Baiarda to confirm clinical availability of Men ACWY vaccines at the next PPG.

8. **PRESCRIPTIONS:** A patient reported their prescription had been sent to the wrong location via the NHS app.

9. **MEDICAL RESPONSE:** Lucy shared feedback from a patient not in attendance where it was reported a student had collapsed on campus and had been advised by the surgery team that no GP was available as it was outside of surgery times. Dr Baiarda confirmed they were an appointment led General Practice and emergencies like this should be dealt with by the emergency services.

A second patient had shared feedback about response to an allergic reaction to medication. Dr Baiarda advised in this case this needed to be dealt with by the hospital that had prescribed the medication.

A patient noted there was no wheelchair available at the surgery.

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**ACTIONS**

1. Review communications to patients about the NHS App.
2. Review communications to patients about the triage system.
3. Information on how e-consult works to be communicated through the surgery and discussed at the next PPG after its ‘soft launch’.
4. The Surgery team to consider whether there could be a clearer way of encouraging feedback from patients or how to better publicise the options available to patients.
5. It was agreed to review the intranet content about sexual health to ensure it was clear and for all reception staff to be reminded of what was available to patients.
6. Dr Baiarda to confirm clinical availability of Men ACWY vaccines at the next PPG.