
PRG MEETING MINUTES

Date: 11.09.2024

- Modern General Practice Model – a new way for the practice to book GP appointments.
 - This new process does not affect our Treatment Room or Pharmacy Team.
- Why are we changing?
 - Increase in demand from patients, more complex issues.
 - A gap between the demand and the capacity that we can offer.
 - We are struggling to provide the service we should and want to offer.
 - NHS England wants practices to adapt to this model and provide funding for this change.
 - We are already using this system for a lot of things; this is the final step to be using it in all areas.
 - The patients who currently use this system get a response within a few days, patients phoning for appointments are waiting weeks – this is unfair, and we need to make it equal.
 - Staff morale is low – reception must handle telling patients the long wait times which is relentless and can be difficult.
 - Contractual changes – we have having to work towards this new way of working as the Government/NHS England are providing funding to move towards this and in the future, it could become a requirement anyway.
 - Other funding streams have stopped and all funding available is streaming into this which means to earn income we need to try and do this to get the funding.
- This model will improve the way we organise workload and become more efficient.
- How does it work?
 - A form needs to be completed, via our website or the NHS App, if patients cannot go online then they can call us or come to the front desk.
 - All requests go into one queue – so they are all dealt with in order of receiving and in the same way.
 - The clinical team will review all the requests and decide the outcome. This could be signposting them to other services or a GP appointment within 2 weeks, 1 week or an urgent on the day appointment. Whatever the outcome, the patient will get a response within 24 hours to inform them of the next steps.
- We hope to provide more face-to-face GP appointments, making use of all our resources, services and improve the efficiency of them.
- Our 'on the day' emergency team is already running extremely well, and this service will remain the same, meaning if you need an appointment on the day you will still get one.
- What are the benefits?
 - We should be able to offer appointments within 2 weeks.
 - There is 3 ways to contact the practice.
 - Right person, right time, first time – patients will be seen appropriately, without having 2 or 3 appointments before seeing the right person.
 - We will still offer continuity of care – patients will still be able to see their registered GP.

- We have prepared and researched a lot of data to ensure we will be offering our services correctly. We have listened to call recordings, looked at appointment data and planned around this to offer accurate appointment numbers.
- The reception phone call numbers should reduce because many patients will be happy and able to complete the form online, meaning receptionists have more time to speak to the patients on the phone that cannot do this having more time to help them.
- Unwell patients needing urgent care will not have to complete this form.
- This is a safer way of working as our GPs/clinicians will be deciding the outcome of what happens to the patient, not the receptionist who is not medically trained.
- All forms/requests will be responded to within 24 hours.
- The online forms will not be accessible over the weekends as this is not necessary.
- We will continue to look at data to make sure we are managing the system and appointment bookings well, even after we 'go live'.
- The system we are using is NHS approved and secure – all data is safe, and we have more information on this if required.
- Studies show that it will take 3 years for all our patients to know/try this new system as some patients only come to the doctors every couple years.
- We are educating our patients as much as possible.
 - social media communications
 - website information
 - leaflets
 - phone message.
 - drop-in open days 17th and 26th Sept.
 - GPs informing patients in appointments.
- This system can be used for patient correspondence/conversations not just for booking GP appointments.
- The NHS App and our website provide the same form, so it is patients choice as to which channel they use.
- We will constantly review and adapt the system as required by data and feedback.

FAQs that PRG asked:

- Why is using a form going to fix the GP appointments?
- Is this making it harder to see a GP? Is it a more remote service?
- Why can't we use the red, amber, green system now with receptionists?
- What if patients do not put enough information on the form and get mistreated?
- Can I respond to the practice when my form has been responded to?

Other actions:

- Add NHS App information to the leaflet, as it currently shows that the website is the only way to submit the form.
- Suggestion in the first paragraph of the leaflet to emphasise 'all matters of contact will be treated in the same way'.