

**MINUTES OF THE HAMPTON HILL MEDICAL CENTRE (HHMC)  
PATIENT PARTICIPATION GROUP (PPG) MEETING  
14 AUGUST 2024, 18.30 hrs, HHMC WAITING ROOM**

**Attendees:**

- PPG Committee members - Alison Young (PPG Chair and minute-taker), Robert Piper, Chris Saul, Shara Ross, June Collins
- Observer (Rosemary Shaw) - was welcomed and we hope to see her again!
- From Hampton Hill Medical Centre (HHMC) - Dr Babeeta Staples (Partner), Dr Anjlee Sekhon (Partner), Rosemarie Page (Operations Manager)

**Apologies** – Anita Fox (Committee Member)

**TOTAL TRIAGE**

This is the process by which patients request an appointment, raise a query or send a message via the practice website. It was introduced on 24 June 2024, with all patients being encouraged to use this online facility rather than calling or visiting the practice (although those options are still available for people who have difficulty with using online services). All queries are read promptly and are processed via a designated ‘GP of the day’ who will decide on the best course of action. Urgent cases are actioned on the day while routine appointments are usually within 1-2 weeks (depending on the nature and severity).

NB Total Triage can be used to send messages as well as to request medical support.

**Early benefits of Online Triage have included:**

- Appointment requests and messages to the practice get through to the right person
- Patients provide information about their issue in advance and this means they can be matched to the right source of support at an earlier stage in their treatment
- Incoming calls have reduced significantly, freeing up admin time plus allowing better access for those patients who really do need to call the practice
- Reception staff have more time to deal with patient queries, help patients to find their way round the NHS app and the HHMC website, and can fill in triage forms - online, on the telephone and in person- for those patients who cannot do it for themselves (NB a side room is available to do this on a confidential basis).
- Fewer ‘hub’ appointments are needed, as (with better information and more time) most can be done within HHMC and using a wide range of specialist support services
- Fewer patients fail to attend their appointments - maybe because they feel more invested in the consultation?

The wording of our Total Triage “out of hours” message was also discussed, and we agreed that this should be reviewed and changed from saying “temporarily paused” to explaining the system has been shut outside of working hours to ensure no form goes unnoticed and for reasons of safety.

**GROUP CONSULTATIONS**

The possibility of organising group consultation clinics for key conditions such as diabetes, hypertension, asthma, etc, was discussed. The PPG were sent a link to a video post meeting showing the benefits of group consultations ([https://www.youtube.com/watch?v=WGY\\_BeiZ-Ps](https://www.youtube.com/watch?v=WGY_BeiZ-Ps)) and it was agreed that this should be explored.

**USING THE NHS APP**

Patients can access a lot of information using the NHS App – e.g. about their test results, their up-coming appointments, allergies etc – and they can also book some appointments. It

is the way forward. HHMC has a higher than average percentage of patients who have signed up to the NHS app (on their phone, tablet or laptop) but some are still choosing not to use it.

- In the coming months HHMC will be organising a number of 'how to' events and one-to-one sessions to improve understanding of the NHS app – what it can do for patients, and how they can use it

### **RSV CLINICS, FLU JABS AND COVID BOOSTERS**

Dates for these will be arranged soon and eligible patients will be invited to attend HHMC. It was noted that not everyone who qualifies for a Covid booster can be accommodated at the practice, as HHMC only receives a limited number of doses and they will initially be given to the most vulnerable – to avoid disappointment, other eligible patients who receive a message from NHS England (rather than HHMC) are advised to book a local appointment at a wide range of other sites such as pharmacies by going online via the NHS website with the added benefit that these appointments have a wider range of dates and times (including weekends).

### **NEW STAFF AT HHMC**

It was announced that Dr Ankita Kotamarthi and Dr Amy Hill will be joining HHMC after qualifying as Doctors, in order to complete their training in General Practice. In the past few months HHMC have also welcomed Dr Diana Davenport and Dr Mtandabari to the permanent team.

### **RECENT PATIENT SURVEY RESULTS**

In the first part of 2024, the annual GP Survey reported some dissatisfaction with the time taken to get through on the phone and the time taken to get an appointment– it's hoped that this will change in the next survey as good feedback from the regular Friends & Family Survey reflects the benefits of the recently introduced Total Triage.

- Any criticisms in both surveys have been reviewed with the HHMC team and action taken where appropriate. The surveys are totally anonymous so it has been impossible to go back to respondents in order to get more insight. Going forward patients are to be encouraged to provide named feedback by putting their name at the end of the survey.
- The results from the Friends & Family survey (positive and negative) will continue to be discussed at monthly team meetings

### **PROPOSED GP ACTION**

HHMC supports the BMA's proposals but believes that the wellbeing of patients comes first. It will therefore operate a normal service during the period when GP Action is due to take place but, other than in cases of real emergency, will not undertake anything that is beyond its remit – this may mean e.g. patients having to chase up hospital referrals and test results.

### **DATE OF NEXT MEETING**

Will be in November for 1.5 hours (date to be agreed)