



Patient Participation Group (PPG) Meeting

Minutes of Meeting held on Thursday 20th February 2025

6.15 pm – Charles Street Waiting Room

Chevin Medical Practice

Nicola Lawton - Practice Manager

Vicky Brady - Patient Services Manager

Holly Archer – Practice Support Associate

Julie Deacon – Reception Team Leader/NHS App Ambassador

Patient Participation Group

5 members attended

1. Apologies, Welcome and Introductions

- i) All were welcomed to the meeting, and introductions were made.
- ii) Holly Archer – Practice Support Associate & Julie Deacon – Reception Team Leader/NHS Digital Ambassador were introduced to the Group.

2. Practice Update

- i) Charan Gogna has retired from the Practice (2024), Nicola Mantle left the Practice in 2024, Freya Kew (GP) joined Chevin Medical Practice in 2024. Simon O'Hara is now Senior Partner.
- ii) EConsult – Discussion took place regarding the implementation of eConsult in June 2024, and Vicky Brady explained to the Group how eConsult works for Urgent appointments. All eConsults received are triaged by GP and patients are contacted by Care Navigator once triage has been completed with plan. Patients who are unable to complete an eConsult will be supported by a colleague from the practice either in person or over the telephone to complete and submit. Routine GP & Nurse appointments an eConsult is not required.

Using eConsult ensures that patients are seen by the right person, in an 'on the day' appointment or routine appointment (2-week lead time)

The practice has held monthly drop-in sessions at Otley Library since December 2024 to develop patient knowledge and confidence with eConsult. These sessions are planned to continue in 2025, joining with OAOP to further develop skills with eConsult and NHS Digital App.

Julie is currently supporting up to 6 patients a week with Digital Services and the NHS App is the preferred tool for patients to access their records.

- iii) Vicky discussed the new telephone callback facility which provides patients with the option to request a callback from the Surgery, rather than waiting in the phone queue. Callbacks are assigned to a Receptionist to callback. 3 attempts are made to callback before the call is closed, and where a voicemail message is left this closes the callback request. Nicola Lawton also referenced the introduction of telephone system linking to patient data, which will provide a quicker, more efficient process. This was currently going through Compliance before being launched.

It was suggested that a Patient Information Leaflet be provided to navigate patients around the alternative channels – SystmOnline, eConsult, NHS. Discussion took place around the cost of producing a paper leaflet and it was deemed to not be cost effective. It was requested our website provide clarity for patients as to which journey would meet their needs.

3. AOB

- i) It was asked why the questions from the PPG members were not included on the Agenda and sent out prior to the meeting for discussion. Holly agreed that for future meetings the PPG members questions would be included on the Agenda and sent to members.
- ii) How does the practice audit what Receptionists say to patients when they ring for help/advice? All calls into the practice are recorded. Vicky & Holly can listen to call recordings to support with colleague coaching and feedback, this is particularly useful where the receptionist has had a difficult patient.
- iii) What were the results from the Digital Drop In Session- Three Drop-In sessions had been held, with further sessions being planned linking with OAOP. All patients who attended left satisfied and were comfortable that they had gained skills to support navigating eConsult. We have a waiting list of patients who will be invited to attend future events.

- iv) Sharing the Minutes of last PPG. It was confirmed that the minutes from the PPG March 2024 were available on our website and that future meeting minutes would be uploaded following PPG Meetings. It was suggested that all PPG members share their details with other members. It was decided that decision to share would be made by PPG members.
- v) Problem with telephone calls into the practice – A high volume of calls are received into the practice, and when the calls reach capacity, this will not allow new calls to join, and the patient would need to callback. With the introduction of the 'callback' facility this will reduce the number of patients waiting in the call queue.
- vi) Continuity of GP Care – Where possible the Surgery will look to offer continuity of GP for patient care. This is not always possible due to urgency of patient appointment and GP availability. The Surgery understands that patient care is paramount and will endeavour to provide continuity.

4. Date of next meeting

- 25th September 2025 – Charles Street Surgery – 6.15pm.