



## Patient Group Meeting 8/3/22

### MINUTES

11 patients present plus Camilla Hawkes and Claire Jackson for SMP

**SMP groups: garden group** – we are restarting / reinvigorating this as the current 2 patients who do it have both relocated out of Leeds. The charity Conservation Volunteers has agreed to support the group semi-formally.

**Staffing update:** Aoife Hawkesworth has now joined us as HCA. Dr Jon Wills as GP Partner. Nadia Mughal now on maternity leave

### Appointment system focus group

This was on the agenda as the practice feels its appt system is currently failing both staff and pts. Unacceptable wait time for routine appts, and very long lists of people wishing for same day service so GPs are struggling to work safely – too many calls to make in one day.

The main discussion focused on pots experience as follows:

- Your experience booking appointments at SMP
- Your understanding of our appt system
- What do you think our priorities should be when planning/ changing when you book appts?
  - Same Day Service (i.e. acute reasons, call < 11am)
  - Shorter wait times
  - Continuity of care

Plus Anything else you are happy to share

- We heard positive experience of the same day service
- Very hard to find eConsult on website, also process very repetitive
- Should get texts after every failed contact not just the 2<sup>nd</sup> one
- Agreement with statement that we may wish to consider splitting our demand into 3 (rather than 2 as currently i.e. same day service, and then routine)
- Agreed is hard to differentiate between urgent matters and routine, much depends on pt. resilience.
- Support for signposting principle.
- Suggestion to put more on website about what is appropriate for SDS and point people to it in the welcome message
- Suggestion to use nurses more for triage or if people not sure if urgent or not – might work with some symptoms

*The practice will be working up some changes to appt system pretty rapidly next week, and would appreciate patient group input to comment on communications and resources that will be sent out to patient.*

**Next meeting date: 14<sup>th</sup> June 2022, 2-3pm,**