

Garden City Surgery vPPG Notes from Meeting held on Tuesday

Attendees : RW, EW, AH, SH, Roger Simmonds

Apologies : CB

Notes taken by Roger (Chair) due to Christine's absence.

Practice Manager's Update

There is a general view from the NHS to move GP Practices towards total triaging across all GP Surgeries. This will mean a further move towards on-line triage for every approach to the surgeries.

The e-consult platform used by the Garden City Surgery uses the Reception Team as first line screening. Last year (July to July) the team directed 2828 e-consultations to the Clinical Team.

There has been an expansion of the clinical team to include a Clinical Physiotherapist and a Clinical Pharmacist to work alongside the General Practitioners. The intention is to keep expanding the services offered by the Surgery.

The Surgery Team gather feedback from patients using the Friends & Family Survey. This is sent to patients that have had recent engagement with the surgery team. The survey is anonymous and has been returned by 74 out of the 200 patients asked to complete the survey for the latest update. This is for period between November 2024 and July 2025. The results are available on the Garden City Surgery website and are kept updated. The figures currently on the website show 46 patients out of the 74 marking the surgery as Very Good. There have been other surveys published that do not originate from the surgery. They do not state the numbers questioned to achieve the stated percentages or source of the comments; please use the validated survey results to help improve the patient experience when visiting the surgery.

The Sollershot Surgery is used by our surgery team to offer extended hours (inc. evenings and weekends) clinics and additional services. It is managed by the Garden City Surgery Team and is not part of the Sollershot Surgery, it should be viewed as offering an improved and widened service to patients and is not a compulsory alternative location. Please spread the word!

Concerns raised by the meeting from the above update

- Privacy of calls from the surgery team received by patients if they are not in a private setting
- The need for a safety net to ensure patients that are unable to use on-line systems be helped seamlessly engage with the surgery team

- Will there be a daily limit to access first step triage

Questions raised by PPG members before the meeting as in the agenda

- Prescriptions for regular medications covering longer than 28 days can be requested from the Clinical Pharmacist – appointments (Phone or in person) can be requested through reception
- There is currently no change to the application for driving licenses for the over 70's that states the need for GP approval. Medical conditions that have an impact on a person's ability to drive would currently be passed on to DVLA, the same for Opticians who would contact the patients GP. Since the meeting there has been an update from Parliament recommending a compulsory eye test rather than a voluntary test will be approved in the next government session
- Text messages are multipurpose so the request for a feedback loop is not currently possible or practical

The future of the vPPG was discussed

- The movement from a physical group to a virtual group has had limited success and needs more input
- The group doesn't have an active involvement in any decisions that are made by the surgery team. Thoughts are needed on the type of involvement the vPPG would want and the amount of engagement that would be required
- The plan is to have two physical meetings held at the surgery in a year supplemented by on-line sessions.
- All suggestions welcome on how to engage with a wider range of patients so that the vPPG can be more representative

There was a general recommendation to use the NHS App and website that has seen a lot of recent developments and improvement

Also check out the surgery's own website, again this has had considerable development and improvement. Any suggestions for further development would be welcome.

<https://www.gardencitysurgery.co.uk/>