

Update from Woodstock PPG – April 2024

Below are the main discussion points from our recent meeting held Wed 24th April 2024, as agreed by the PPG members. Copies of this note will be circulated in the normal fashion and will be available on the practice website alongside the full minutes. The practice will communicate to increase patient understanding around prescription timescales on FB page and website.

- **Access - Appointments** : The appointment system is in the process of changing due to the new Ask My GP platform which went live 23rd April 2024. This platform allows the patient to provide details about their symptoms which are triaged directly by a clinician. A proxy can also complete the online request or the practice care navigators can complete this on a patient's behalf.

It was noted that there has been an increase in patients who have received diagnosis from private healthcare institutions who are then requesting aftercare within NHS practices (e.g. autism referrals). Please be aware that our practices are contracted to provide health services, in line with our General Medical Services contracts, on behalf of NHS Lanarkshire and is not under any obligation to follow any requests from private health providers.

- **Telephony**: A meeting was held with the telephony system providers on Wednesday 24th April and discussed the options that are offered. Also discussed was the Healthcare Professional option as feedback has been received that these callers are experiencing long wait times. These items are being further investigated and altered so work is ongoing into improving and streamlining. Our phone voicemail service has been reviewed, and changed to advise prescriptions and queries are now offered in our askmyGP online platform.

- **Prescriptions**: Prescription process timescales can vary due to staffing levels but we aim to turn these around within a 48-hour timescale. This is best practice but not a requirement of the contractual obligation. We would advise that repeat prescriptions are still best to be submitted online as askmyGP is not yet linked to the patients records therefore each item being ordered needs to be manually input by the patient.

- **Online Consultation and Workflow Platform - askmyGP**: 23rd April, out of 250 contacts):

- 69% of direct patient contact completed via askmyGP
- 15% of proxy patient contact completed via askmyGP
- 16% of contact completed via phone.

It is to be noted this system is not a replacement for the current appointment system, but an addition to the traditional system that allows for remote access. The 'Dashboard' allows complete visibility of patient requests. Requests are categorised and prioritised (routine or urgent).

- **Health and Wellbeing Fayre**: The PPG have reached out to a few different places to encourage donations and gauged thoughts around the idea of contacting some local dentists regarding donating some toothpaste/toothbrush samples, an organisation was still to be found to provide CPR and defibrillator demonstration