

Feedback and next steps

Acomb Garth 6th November 2024

Updates from us

We shared with you all what the PPG discussed on when they met in September and gave updates on our actions which including:

1. Outlining a day in the life of a Salaried GP in our PMG patient newsletter
2. NHS App training sessions are now booking (first session scheduled for 12th December afternoon at our Lavender Grove surgery) – email ppg@priorymedical.com to book onto any of the training sessions
3. Comment boxes are being placed in our reception areas in all of our surgeries in the first week of January
4. Supporting local patients over winter – here is the summary shared including a directory of services and support available locally
5. How to feedback into the national government survey on the NHS as the new Labour government considers priorities for the NHS
6. Update on the repainting of parking areas for disabled parking on all our surgery sites (this work is now complete)

The focus for the group in November was: **what does it feel like as a patient or carer calling into Priory?**



The focus for the next PPG meeting in January will be: **what does it feel like as a patient to come into our receptions in person?**





What does it feel like as a patient or carer calling into Priory?

Our Customer Services lead Daniel Olroyd shared some of the frustrations which Priory patients have fed back around accessing Priory via the phone. PPG members also talked about their experiences which included:

1

How frustrating it is when you are waiting and then the waiting queue is 'capped' – you would rather stay in a longer queue but know that you will speak to someone and you liked the call back facility

Action agreed:

1. We will stop using a cap and support longer queues with clear waiting times. Very occasionally capping will be required to keep queues safe if there is short staffing. You can use a call back facility and receive a text to see your position in the queue (optional).
2. We are working to develop the current telephony system to allow improved access by phone to help patients get to the right person first time
3. We need to share more information about what happens when patients are signposted to Pharmacy First (new service supporting General Practice nationally) and NHS111. We think some patient videos on the website would help patients understand

2

When you are vulnerable (some of you are carers and have mental health needs which mean anxiety is higher when approaching trying to access an appointment) how difficult it can be to get through

Action agreed:

1. We have an “additional support line” for vulnerable patients or those that are frail, receiving palliative care or have complex medical needs. Access to this line is only by prior arrangement with your clinician.

3

When you need some assurance around what is going on with your care or to get some results – some of you talked about how useful the NHS App is with providing you with these details on line (we are now providing NHS App training for patients). Some of you talked about how you need help with comprehending what those results and information means and remembering what happened in your last consultation.

Action agreed:

1. We will look at how we can support patients with easy to comprehend (understand) summaries of their last appointment and care. This will help with continuity and avoid patients calling in to ask for help.





4

You talked about reducing the queries coming in for repeat prescriptions and how to provide some easy to understand guidance on 'managing your medicines' for patients which outlines the medication processes and what to expect, including the possibility of reminders. You also asked about whether extending the length of prescriptions would help.

Action agreed:

1. We will discuss this as an area of improvement with our Pharmacy and Prescription Admin Teams in early 2025
2. We will look at highlighting the benefits of eRD (electronic repeat dispensing) more in our surgeries - already on website as this allows for 6-12 months of prescriptions in advance



**Next patient participation meeting:
Wednesday 29th January 2025 3-5pm
Venue TBC but most likely near Tang Hall Surgery**

Areas which you have said you would like to focus on in 2025 include:

- Carers and better understanding their needs
- Sixth formers at school and engaging with them to improve their understanding of how to use health services
- Patients with mental health needs



Keeping in touch
www.priorymedical.com
New email for Friends of Priory:
ppg@priorymedical.com

Follow us on
www.facebook.com/priorymedical
Instagram: @priorymedicalgroup
X (twitter): @priorymedicalgp

Remember!

Patients can call and ask about anything at any time if they are worried or need to understand more. If things aren't right then say so and ask for feedback and time with someone to explain.

Come into our surgeries or call 01904 404100 and ask our Front of House team or use the feedback form on our website

<https://www.priorymedical.com/contact-us/>

