



BARCROFT MEDICAL PRACTICE
Patient Participation Meeting – Minutes

Monday 7th October 2024

Staff Attendees – Dr J Hughes, Angela Waters, Jon Hargrave, Trevor Scott

A special meeting to discuss a new e-consult system called SystemConnect

Dr Hughes opened the meeting with a welcome and also confirmed with all attendee's that the meeting was to introduce a potential new system but advised that no decision have yet been made as to whether we would be transitioning to this new style of system.

1.	<p>Reasons to consider changing:</p> <ul style="list-style-type: none">• Demand for appointment outstripping capacity• Patients finding it difficult to contact the practice by telephone• Patients often booked into appointments for things that could be managed in a different way such as pharmacy or booked into face to face when a telephone appointment would be more appropriate.• Allows patients to contact a GP and receive an appropriate response more quickly• Can be used online, NHS App, reception can use this over the telephone• Ensure that patients are seen by the right clinician at the right time for their presenting condition
2	<p>The System Itself:</p> <ul style="list-style-type: none">• TPP SystemConnect, it is a system that is made by our current clinical systems provider TPP, it will integrate with our current system• It is a total triage platform meaning that all patient requests are assessed by the clinical team and an appropriate response is then given to the patient, whether this be advice, a prescription or an appointment.• SystemConnect – TPP - please follow the link for more information
3.	<p>How it works :</p> <ul style="list-style-type: none">• A patient will make a request to the practice by completing a form, these are either clinical or admin requests, the clinical form will ask questions about your presenting condition to provide the clinician with as much information as possible. These forms can be completed online, via the NHS App, over the telephone or at the

	<p>front desk by a member of the reception team. Ideally we would like patients to complete this online to free up the telephone lines who cannot use online services.</p> <ul style="list-style-type: none"> • Once complete this is submitted to a triage list where a clinician will assess each request and make a decision as to what would be the best outcome for the patient. This could be sending the patient a booking link, a prescription, requesting more information from the patient, some advice or a message to reception to contact the patient to book an appointment for the patient
4.	<p>Changes the practice would need to make:</p> <ul style="list-style-type: none"> • In order to implement this system the practice would need to make some significant changes to the way the GP day currently works and the way reception operate. • With each request needing to be triaged it is likely to require more than just the Duty Doctor each day to look through them all, this may mean that another clinician also makes assessments which would mean a reduction in their routine appointment capacity, however with the additional triage and more appropriate pathways this would likely balance out. <p>The reception team would also change with more patients requesting online this would hopefully reduce the numbers of incoming calls to the practice, therefore the team would likely move to more outgoing calls passing on messages from GP's and booking appointments.</p>
5.	<p>Questions and Queries:</p> <ul style="list-style-type: none"> • What can be done to help those patients who do not have internet access ? <i>Patients can still make requests over the telephone or in person, more than 65% of our patients aged 18+ have online access with us.</i> • Will there be help for patient who are no confident in using the system? <i>Our reception team will be trained in using the system and can help support patients with the use of the practice demonstration tablet</i> • Patient often require information, for example being told you need an appointment, will time frames and reasons be given by clinicians ? <i>This is something that would be developed and something we will feedback to clinicians from now to ensure patients are more informed.</i> • Will nurse appointments be bookable on this system ? <i>The initial roll out would be for GP appointments however it is something that will develop over time.</i> • Misconception that the older generation are not tech savvy, many of the older patient population are already using online services. Will suitable guidance of how to use the system be provided ? <i>Yes, we are pleased many patients are already using online services, implementing this system will require many changes for patients and staff alike and will therefore require lots information to be given to patient on how to use the system. We will prepare lots of guidance for this.</i>

6	<p>Closing:</p> <ul style="list-style-type: none">• Dr Hughes gave assurances to attendees that no decisions have yet been made as to whether this system would be implemented in practice. Thanks to all that attended and their feedback it was very enlightening and helpful. If this system were to be implemented, we would give patients as much time and information and possible to ensure that it is as smooth a transition as possible. Thank you all for coming.
8.	<p>Date of next meeting – Monday 16 December 2024, 3pm</p>