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# PRG MEETING MINUTES

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**Date: 18<sup>th</sup> December 2024**

**Present:** Roger Watts, Lynn Sanders, Kevin Adcock, Ed Matthews, Sarah Bickley, Trudi Munn.

## **1. Clinical Triage update:**

Sarah showed us a PowerPoint presentation of figures, and this is attached to the minutes. Generally, CT is going very well.

Since CT began, we've received a total of 12, 300 online triage requests averaging 158 per day. We've had 636 per 1000 patients with the national average being 98, these are broken down to requests for appointments, administration requests such as FIT notes and results.

1,444 admin requests average 19 per day, which is 75 per 1000 patients which is above the national average of 30.

We have triaged 10, 900 medical requests which is an average of 140 per day, 564 per 1000 patients with the national average of 69.

Requests are submitted by our website (53%), NHS App (16%) and via reception (31%).

Patients are being seen within a 2-week period once triaged, which is a great improvement than on the previous booking system.

Reasonable Adjustments – the surgery make allowances to help patients that struggle with illiteracy, or have learning difficulties, hearing, sight issues etc., and in due course a flag on patients' records will show the reception team/clinical team when to take into account the difficulty when triaging patient requests and appropriate action.

Ed noted that often, with filling in a form especially online, patients can often express more fully what they need than in a quick phone call. There are far less DNAs than before.

Lynn felt the online form is well designed and liked the "what have you done to help this" question.

Appointments after Christmas will be Emergency Days to soak up the demand.

Inbound calls are gradually reducing.

Peak demand is on Monday's tapering during the week, so reception cover can be tailored accordingly and 2 doctors triaging on Mondays, but just 1 for the rest of the week.

Reception calls are taking longer, as forms are being filled in or education patients as they fill in the online form themselves.

We looked through Friends and Family comments as per the PowerPoint examples.

## **2. Dementia Support**

Darren is our Barnstaple Alliance Dementia Support Worker and covers the 4 Barnstaple Practices. Fundraising has raised some £5-10k towards his salary. As we only have 1 First Contact Physiotherapist (due to not being able to recruit – Primary Care vs Secondary care employment package?) funding can be transferred to Darren

to secure his role for another year. The Alzheimer's Society has given some monies towards this role and other monies from cake sales, staff raffles and donations from other outside agencies such as the Rotary Club (Sarah to update them).

### **3. Recruitment**

Treatment room nurse Amelia Rowe leaving to go travelling.

Desri has reduced her hours to 2 days a week (an advert from a new Lead Nurse is currently live)

Mandy, one of our phlebotomists is retiring in January.

Dr Rogers is taking up a full-time position in Dulverton. Advert is live for a 2–3-day salary GP to replace him.

### **4. Antisocial behaviour**

Antisocial behaviour has calmed down recently. The behaviour of a handful of patients have been either aggressive to receptionists, loitering in the foyer and intimidating. We have called the police and other agencies to help.

Unless the patient is violent, we are not able to apply to have the patient moved from our patient list.

We have a low tolerance policy. We have arrangements with the local PSCOs to call them to come and diffuse any issues arising. If the situation escalates then 999 is called. Often the patient will return later, and the process starts again.

We have mitigated any risks for the early and late receptionists and added keycode pads to the reception area.

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NEXT MEETING: WEDNESDAY 26<sup>TH</sup> FEBRUARY 2025

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