KELVEDON & FEERING HEALTH CENTRE

Patient Participation Group Meeting

Thursday 15th May 2025 @ 1pm-2pm

Present:

MV – K&FHC PM/Co-Chair
1. BM Chair
2. ATr
3. CT
4. NBB
5.CW
6.KL
7.JS
8. SW

Apologises: GB
SE
LBB
KP
SC
AAT
KT
PS

PM: MV – Minute taker/BM

In attendance: Total Triage -Dr MP, Practice Nurse: LS.

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ITEM	AGENDA	SUMMARY -MINUTES	Action
1	**Welcome & introductions**		BM
2.	**Minutes of the previous meeting**	Approved	BM
3.	**Membership size of regular Committee and Subgroup for relocation of practice.**	**BM** suggested 12 – 15 appropriately sized membership all agreed. It was also agreed that a subcommittee be formed to work alongside with GP/management/developers once planning etc has been agreed. **SW** & **LBB** (volunteered by **NBB**) would be part of group no more than 3 - 4 members plus **BM** who report to main group.	BM
4.	**Practice updates**	• **Total triage** **Discussed** **1. Urgent & non-urgent appointments** **NBB:** Suggested splitting this into 2 for non-urgent and urgent appointments being able to book 2 – 4 weeks in advance. Good response by **NBB** to using Coggeshall surgery. **CT** expressed concerns that because appointments were filled rapidly that some patients would leave what they consider minor ailments and are unsure of next steps. **MV** As total triage continues the GPs are utilising the rotas so that we would be able to even out, maximise appointment slot availability and have free slots.	MV

		2. NBB Explain when we say we have a certain number and then we suspend it what is the number, is it for the day, week, month. This is very subjective. Can you open earlier the giving out appointments to patients would it not make sense to open the form earlier and start triage earlier. If you are not familiar with this form. **MV** patients find it frustrating which needs thought. Make sure form closed when finished. Information put on form is not kept on patients' records. **MV:** No GP core contractual hours are 08.00-6.30pm which they get paid for, anything else is not contractual and has to be financed by the GP; s themselves. GPs look at all the "online consults" taken from the Accurx inbox and transferred to the triage rota in S1. In doing this the "online consultation" has been saved into the patients notes/records. **MV:** if this occurs if it is an urgent issue patients can call the surgery in the morning at 8am once patient has been allocated an appointment the GP will directly liaise with the patient themselves via text services, personally speak to the patients. Depending on what is on the patients notes as a form of contact. Patients with no internet, no computer, no smartphone, access to email, we will do these forms for the patient over the phone or face to face. Or phone NHS111- this was put in place to alleviate the pressures of the GP. We do have slots on our rotas for NHS111 for them to directly book into our systems form. **3. Practice Nurse & HCA Appointments.** If you want a non-urgent appointment with a nurse, you can still call the surgery and book an appointment with a nurse or HCA.	MV/NBB
5.	**Practice Nurse**	Practice Nurse talk on the surgery vaccines, why we have them & what they are for RSV (Respiratory Syncytial Virus), Pneumococcal, Shingles, covid, Influenza and Childhood immunisations following the NHSE guidelines. **Outcome** To take away non urgent from triaging. We are following the NHSE guidelines of vaccination, UK vaccination schedule, it is a good schedule, and we are lucky in the UK to have this schedule to follow. **Outcome:** • To take the non- urgent away from the triaging • To bring a GP in to discuss from their point of view what they do (today). *Actioned*	LS
7.	**Practice Updates**	**New build: No change** Developers- Barratt David Wilson Homes (Eastern Counties) • Attending the 4th Members Forum on 29th April by officers • Go get to Committee on 24th June 2025 24th of June is the provisional date for the Planning Committee	MV Dr MP

		Dr Malin Persson attended for Q&A on how she triages. No real bad reviews, patient experiences have been good, they saw a GP, the GP called them it has been a smooth process. There has been no negativity.	
8.	**Staffing**	**Departures:** **Recruitment:** New PCN Diabetes nurse specialist	MV
9.	**Education Sessions for patients.**	None.	
10.	**A.O. B**	Once a month Saturday clinic at Coggeshall surgery for both Coggeshall and K&FHC patients. Coggeshall surgery, Stoneham Street, Colchester CO6 1UH.	MV
11.	**Future meeting discussions**	None suggested.	
12.	**Next PPG Meeting**	Thursday 18th September 2025 at 1pm & Thursday 11th December 2025 at 1pm	MV/BM

Meeting closed at 2.00pm