

Report of the PPG meeting – 27th March 2023

We were pleased to welcome the PPG back in March and we were delighted to be joined by some new faces as well as familiar ones. The meeting was an opportunity for the Practice Manager, Sue Bramley and GP Partner, Dr Michele Giorgi to meet the PPG and discuss how the Practice is operating in 2023.

Moving forward each PPG meeting will include a spotlight on a clinical aspect that Three Chequers are exploring. Dr Giorgi gave a presentation on Prescription Drug Dependency at Three Chequers which highlighted the top four medications that patients are likely to be dependent on and what the long-term effects can be on a patient. He highlighted some useful resources that clinicians are using to support patients that with drug dependency.

The re-introduction of the PPG meetings was an opportunity to explain to members the current structure and appointment access for patients. Prior to Covid-19, the PPG had highlighted that it was not possible to book an appointment more than 6 weeks in advance and previously this had been the best way of working. When the country went into Lockdown in 2020 General Practice was forced to change the way they operate and the presence of Covid-19 meant that patients still needed to be assessed for routine and follow-up care on the phone and through video consultations. In addition, the Practice were delivering vaccination clinics at the Bourne Centre, within care home and to our housebound population.

Therefore, Three Chequers made the decision to develop the practice structure into three tiers:

- Tier 1: Acute/urgent care – Triage
- Tier 2: Follow-up care
- Tier 3: Long term condition management

This system has enabled the practice to provide patients with 120 urgent calls each morning and 120 calls each afternoon as well as follow-up phone calls and face to face appointments that are booked by the clinicians. This model of care is explained in more detail on the Three Chequers website and posters were put within the surgeries when we re-opened our doors to give patients an insight into the process as there were a lot of changes and it is important to raise awareness of how the surgery works.

We discussed that we have made Online Services more accessible to patients by sending appointment links for patients to book directly into and patients are also able to book urgent triage calls through their Online Services. Patients who are able to use these services are encouraged to do so to allow patients who do not have Online Access to use the telephone services.

PPG members were grateful for the more detailed explanation of the Practice structure. They discussed whether having access to medical records is designed to encourage patients to be more responsible for their own care and checking their own results. Dr Giorgi explained that steps are being taken within the surgery to ensure

that the language GPs use to file blood results is easy to understand for patients and that it is clear to the patient if a follow-up is required.

The Practice Manager closed the meeting by expressing that it would be useful to have a greater discussion around Online Access at the next meeting. She thanked all participants for joining and providing their feedback.