

## PPG Meeting 15/01/25

At our recent PPG meeting, we shared updates on two key developments at the Practice: the rollout of our new online consultation system, **SystemConnect**, and improvements to our dispensary through the **Titan** dispensing platform.

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### SystemConnect – Our New Online Consultation Platform

We are continuing to develop our “digital front door” for patients, and **SystemConnect** is now live and available for everyone to use.

#### What patients can do with SystemConnect

- Request **Fit Notes**, **Travel Vaccination advice**, and **Non-NHS reports**
- Submit **clinical requests for appointments** (available since 6 January)

Patients can access SystemConnect through our website to submit requests without needing to call or visit the Practice. The system guides patients through a short questionnaire, helping us gather the right information and direct each request to the most appropriate clinician.

#### Why we’re using it

- Helps patients share information quickly and clearly
- Supports safer and more efficient triage
- Reduces pressure on phone lines for those who cannot access online services
- Allows us to process more requests in less time

SystemConnect is currently open **Monday to Friday, 8.00am–11.30am**, or until we reach our safe daily capacity. If patients try to submit a request outside these times, the system will let them know.

We are still in the early stages of rollout and will continue to refine the system. Recent improvements include allowing patients to **upload images for skin concerns**.

Members of the PPG were positive about how accessible and user-friendly the platform is. We will continue to share updates as the system develops.

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### Titan – Improving Safety and Efficiency in Our Dispensary

We also provided an update on **Titan**, the new dispensing software introduced in November 2024.

#### What Titan means for patients

- Faster processing of prescriptions
- Reduced waiting times
- Safer dispensing with built-in checking systems
- A move towards a more environmentally friendly, paperless workflow

The way patients request prescriptions has **not changed**. Titan improves the internal process once a GP has approved a prescription, sending information electronically to produce labels and reduce printing.

#### Next steps

We plan to introduce **text notifications** to let patients know when their medication is ready to collect.

To do this safely, we need patients to **verify their contact details**, and we are exploring ways to encourage this. Suggestions from the PPG included:

- Adding a colourful tag to prescription bags
- Placing a clear message on the Practice website

We confirmed that Titan is used **only for our in-house dispensary**, which serves eligible patients in rural areas who do not have access to a community pharmacy.

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### Other Updates

- The PPG discussed the latest **Patient Newsletter** and agreed that communicating updates to all patients remains a challenge.

- A question was raised about Winterslow Surgery and recent social media comments. We confirmed that a written response had been sent to the residents, although no acknowledgement was received.
- We also shared that a new **disabled access ramp** has been installed at Winterslow to improve accessibility for patients.

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### **Next Steps**

Thank you to all PPG members who attended and contributed.

Minutes and a copy of the newsletter will be shared shortly, and we look forward to meeting again later in the year.