

## PPG Meeting 26/02/26

We recently held a practice meeting to review how our systems are working and to look at ways we can continue improving patient care. Below is a summary of the key points we discussed.

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### SystemConnect and Online Requests

We reviewed how patients are using SystemConnect, our online consultation system. Between September and December 2025, we received over 4,300 requests, most of which were triage queries.

Key points:

- Patients are becoming more confident using the system.
- Routine appointments can now be requested online during core hours, as required by the national GP Contract.
- Once daily triage capacity is reached, patients can still request routine appointments.
- Many patients appreciate being able to choose preferred times or clinicians.
- Around 40% of triage requests lead to a face-to-face appointment.
- Most requests (86%) are handled by phone, with the remainder managed by SMS or email.

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### DNA (Did Not Attend) Appointments

We discussed the impact of missed appointments:

- Patients are more likely to miss appointments booked far in advance.
- Some patients repeatedly miss appointments, which affects availability for others.
- In rare cases, persistent non-attendance can lead to removal from the practice list.

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### Telephone Access

Our telephone system is managed by CallCare, a dedicated call centre team:

- Average wait time is around one minute once the recorded message ends.
- Three staff members answer calls at all times.
- We are currently ranked 10th nationally for call duration efficiency.
- The transition to CallCare has been positive, and staff retention is strong.

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### Hospital Correspondence

We receive 200–300 hospital letters each day. To improve safety and efficiency:

- Our Workflow Team uses Anima software to extract key information quickly.
- We are working with Salisbury District Hospital to introduce a standardised “common outpatient letter” with clear actions on the first page.
- Several local practices have supported this change, and more departments are now adopting the new format.

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### Diabetes Care

A question was raised about how diabetes care is managed locally.

Key points:

- Our practice does not have an in-house diabetes specialist nurse.
- Specialist diabetes support is provided through Salisbury District Hospital, Diabetes Specialist Nurses, and community services (HCRG).
- Multiple layers of support are available for patients with diabetes.

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### Same-Day Requests

We aim to contact all patients within 24 hours. While we strive to offer same-day appointments where appropriate, maintaining safety remains our priority.

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### Verification Calls

A patient raised a concern about receiving a call from a non-surgery number. We have since confirmed that the call came from a verified third-party working on behalf of the practice.