

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 23rd April 2025

The meeting opened at 19.00 in person at Park Farm Medical Centre plus on Microsoft Teams where preferred.

Attendees: Val Haylett, Glenda Youde, Sue Ekins, Madhu Anand, Rachel Owens-Jones, Dr McKay, Simon Jones, Raj Jogia, Andy Ronaldson, Nigel Aspdin, Dev Anand, Vanda Vickers

Val Haylett (Chair) welcomed everyone to the meeting.

Apologies:

Roger Haylett, Richard Smith, Patricia Fairbrother

The minutes of the previous meeting Wednesday 15th January 2025 were agreed.

Matters Arising & Actions from the last meeting-

None

Dr McKay

Dr McKay announced he is retiring later this year. He will be missed.

**Val Haylett: feedback from PCN (Primary Care Network) Meeting.
Care Navigation System - Booking appointments online.**

I'd like to share knowledge from a meeting for PPG Chairs from the PCN (Primary Care Network) Area when we met to learn about the approved system for Care Navigation. We learnt that the Integrated Care Board (ICB) had approved systems for Care Navigation in Derby and were paying for the first year. 6 systems were reviewed, and 2 systems were evaluated in depth by practices in Greater Derby PCN.

Rapid Health system was the preferred choice. It is a medical care navigation system as opposed to a generic communication-based system that would need a significant amount of customisation. Discussions have taken place with surgeries who have already adopted the *Rapid Health* system. The primary concern was to have a system which delivered an equity of care outcome based on patients' priority needs, directing patients to appropriate care pathways based on symptoms, from 999/Emergency Department; GP appointment on day of contact, to a few days in the future, including routine care

There was a presentation by Peter Menage (*Rapid Health*). He explained the following:

A Care Navigation system is a smart online triage system; it is an autonomous digital triage and navigation, with no human interaction. This enables a patient (or a member of the reception team following a phone call) to access all appointments available. A benefit to patients and staff means this should significantly reduce the 8am telephone bottle neck to book appointments.

Patient Journey on *Rapid Health*:

- 1) Access: At point of contact (online or via receptionist telephone call navigating system for patients), plus there may possibly be tablets available (e.g. iPad) in surgery for patients to access.
- 2) The patient is not required to register. Their name and date of birth will confirm they are a patient of the practice
- 3) Triage: Depends on symptoms patient has.
- 4) Navigate: The Practice sets up its own rules, e.g. what medical concerns go straight to appointments.
- 5) Book: Patients are given multiple choices of dates and times to book their own appointment for Nurses, Physio, or GP etc.

The process means an instant response for patients. Capacity for appointments are effectively managed as demand is spread.

Book Appointment.

- The patient is offered appointments based on capacity; there can be up to 48 appropriate appointments offered.
- The patient chooses their appointment by surgery location, date, time, face to face or telephone appointment.
- When the appointment is booked, an email confirms the appointment.
- There is a confirmation or cancel link for your appointment
- Input the patient makes on the system re symptoms, is sent to their System One notes at the Practice for the attention of the person they are going to consult.
- None of the patient details are retained on the *Rapid Health* system.

It is hoped that most patients will use the online portal, although the practice will still be accepting phone calls from patients. For anyone who requires the receptionist to book an appointment for them, the receptionist will ask the same questions from the portal system and input answers for the patient; this means individual call handling times will increase and take up to 7 minutes to do this. However, hopefully, the number of phone calls received will be reduced.

The system addresses patients' concerns re:

- Battle of getting appointments
- The 8am rush
- Huge pressure to call for on-the-day appointments
- Anxiety about getting an appointment
- Embargo of appointments on offer currently means fewer appointments available to book on the day or in advance.

The Practice will operate better, as there are:

- less embargoed appointments

- reduced number of phone calls at 8.00 am
- patients are only offered appointments which are suitable to their needs.
- 87% of patients do not need an urgent appointment and can therefore book an appointment within 5-7 days.
- Where the system is already in place it has shown improved patient satisfaction with good feedback.
- There is a reduction in non-attendance at the surgery as patients can choose their preferred options re the time and date of appointments.

Staff will be trained in the *Rapid Health* system and the Practice website updated to offer the portal to access the *Rapid Health* booking system.

It is hoped to introduce the new booking system Summer 2025. There will be extensive advertising.

Dr McKay & Simon Jones elaborated:

Our clinicians have different interests, expertise and skill sets and so it is important to efficiently match patient needs to the right clinician.

The current initial patients/receptionist telephone conversation is protocol driven and may result in an inconsistency of service. Using *Rapid Health* will nullify this.

This new triage model gives absolute consistency, so patients get to see the right clinician first time – saving patients and clinician's time.

The 10 Practices in the PCN (Primary Care Network) have been working to evaluate Clinical Navigation software platforms.

Simon informed us 6 systems were considered then narrowed down to 2 which were scrutinized with due diligence regarding ease of use, suitability, security, privacy etc. *Rapid Health* was the final choice. It is an accredited and insured as a medical device and backed by Artificial Intelligence (AI).

The software draws on the skill sets of the clinicians, takes into account patient's pre-existing conditions and matches accordingly. The most complex will be seen by the most experienced clinician.

Patients can access a link to their Smart Phone to an online consultation on *Rapid Health*. There will be no need to register on the site – a phone call directs to it – enter GP, dob – it checks you are who you say you are

The AI develops enough experience and level of safety from self-care to clinician appointment.

The cost is £100k spread across the 11 Practices – year 1 being paid for by the NHS Integrated Care Board (ICB).

Considerations were given to patients without a Smart Phone. Possible solutions are receptionists asking the online consultation questions and typing in the information – very time heavy - having iPad/Tablets available in the surgery – in a privacy booth, training sessions could be run to help navigate through 'dummy consultations'.

Spelling or 'nonsense' responses are not an issue – the software can cope.

The demographic of our Practice indicates that the majority of service users will cope with the new system either independently or with help from family/Carers.

The system has no access to medical records but will pick up on the need for more information e.g. current medication for blood pressure. It is a 3rd party system so

does not store data but will pass information on to the Practice which is responsible for all personal information.

It is anticipated this system will be adopted by 111 and A&E departments.

The system is able to identify 'frequent flyers', high intensity service users – those who have a history of repeated GP requests, 111 or EMAS use. It can collate an effective evidence base to institute an effective medical/care plan.

There will be more information for patients via our website, newsletters and in the free local publications etc.

Any questions or concerns please contact the PPG Chair, Val Haylett
Email val.haylett@nhs.net or if preferred leave a written note for Val at either Practice Reception.

Practice Update - Simon Jones

We have a new salaried GP, Dr Ahluwalia and a new Registrar, Dr Sellers – giving a total of 9 GPs.

Paul, our new receptionist and Marzena, the Asthma & COPD nurse have had good feedback from patients.

Covid boosters for those eligible will continue through April until June

A.O.B:

Attendees at the meeting requested that we have a speaker at the next meeting to talk about Dementia.

There is a Health talk at the Royal Derby Hospital on 4th June on CFS/ME (Chronic Fatigue Syndrome / Myalgic Encephalomyelitis) – poster in the Practice waiting rooms, or details from Val

Meeting closed 8.20

Next meeting

Wednesday 9th July 2025 at 7pm

In person in the meeting room at Park Farm Medical Centre and also available on Teams

Speaker – To be confirmed – subject - Dementia