

PPG

Date

Thu 16 Aug 2018 14:00 - 15:00

Location

Room 2

Attendees: Barry Sullman

Other Attendees: None

Details/Agenda:

Attendees Chris Roffey (Chair), Muhon Choudary, Kim Chang, Dr Sullman

Minutes:

This PPG was dedicated to the online booking system: Ask my GP.

Dr. Sullman had also met earlier in the day with Newham Counsellor Joy Laguda and Chris Roffey. The PPG expressed concerns and on the following areas

1 Need for an online booking system
2 Patients who are unable to access online services
3 Loss of face-to-face contact with around Dr

An earlier meeting the same day with Joy Laguda raised all the above points AND expressed additional concerns around:

- 4 The long intro message on the telephone system
- 5 Patients unaware of where they were in the queue
- 6 Delay in telephone answer time.

Response from Dr. Sullman regarding the need for an online booking system:

Dr Sullman explained that an online booking system was necessary in order to:

- 1a improve the quality of the service
- 1b improve access
- 1c comply with the direction of travel for the NHS which is promoting online consulting.

1a Dr. Sullman explained that the quality of the service would be improved in the following ways:

Firstly, By moving demand online face-to-face services at the reception window and Telephone services would experience a reduction in demand leading to more responsiveness and better quality.

Secondly, by managing patient's online and by telephone, the face-to-face appointments would be freed up in the surgery. This meant that patients could present in the late afternoon and still be seen on the same day; and that a patient with a severe crisis could literally walk into the surgery and see a doctor straight away.

Thirdly, the online system allowed the doctor to send the patients attachments such as their scan report or a self-help leaflet.

1b Dr. Sullman explained that access was improved:

Firstly, The practice is trying to complete all patient requests on the same day. It is still tweaking the system but is achieving a 24 hour response in over 98% of patients. The aspiration is to complete 50% of requests within 1 hour and over 80% within 4 hours. Dr Sullman explained that this was a very high quality level of access.

Secondly, the system broke all barriers between the patient and doctor. All messages were read by a doctor first.

This meant that a patient could contact the doctor without any barrier.

Thirdly, this was a 24/7 system. Patients could send a message to their doctor at any time any day. Although officially it would be processed the next working day, it was normal for Dr Sullman to process Saturday and Sunday messages on Sunday.

1c Comply with the Government direction of travel

Dr Sullman explained that the government is funding CCG is to purchase online platforms for their local practices. In Newham, the CCG has purchased online consulting platform for practices. However Balaam Street surgery has invested in ask my GP because this was a better system than the Miss online platform. This investment of £10,000 was made entirely at the practice expense and was not funded by central government.:

2 Response from Dr. Sullman about patients unable to use online services

The practice is investing in Digital Eagles. These are 2 apprentices who will be based in the waiting area and will help patients go online. They will show them how to use the online service; install patient access on their device; show them how to use patient access; explain the Electronic Prescription Service; show them NHS choices. In addition, the Digital Eagles will be able to help with choose and book, find out when the hospital appointment is, and check if results are back.

The practice will also be upgrading its online consulting platform so that patients using legacy access methods will be put onto the online platform giving them the same high quality response as online patients.

3 Response from Dr. Sullman on the loss of Face to Face Contact

Although face to face contact would be prioritized for those with clinical need, the practice understands that patients just want to see the doctor and so has invested in Skype and set aside sessions for this. Patients are able to book skype video calls with the doctor. The practice also has a continuity of care policy to ensure that patients are cared for by one doctor for the duration of that problem.

4 Response from Dr. Sullman on the Telephone Prompts

Dr. Sullman explained the importance of the initial message to encourage users to try out the online service. The message is only a minute long. Nevertheless Dr Sullman agreed to change the prompts and make the flow through the system faster for patients

5 Response of Dr. Sullman on Patients being unaware of where they were in the queue

Dr. Sullman took this onboard and agreed to ask the telephone provider to tell patients where they were in the queue and how long they had to wait.

6 Response of Dr. Sullman on delay in telephone answer

Dr. Sullman acknowledged that there could be delays in answering but that the majority of calls were answered quickly. He used the telephone dashboard to demonstrate this. The practice plans to invest in a telephone wallboard that will give real-time data on queuing calls. This will ensure that reception staff is always aware of how many calls are waiting; and are able to respond quickly. Chris Roffey and Joy Laguda also agreed to come and observe the telephone call response times in reception.

Actions

Online system to be upgraded
Digital Eagles to start work asap
Telephone Prompts to be changed
Install wallboard
PPG members to observe telephone answering
Contact telephone provider about waiting time and queue number