

Rooley Lane Medical Centre
Patient Participation Group (PPG)
Thursday 11th September 2025, 2:30-3:30pm

Agenda

1. Introductions and welcoming new people
2. Research
3. Contract from 1st October 2025
4. AOB/date of next meeting

**Rooley Lane Medical Centre
Patient Participation Group (PPG)**

Thursday 11th September 2025, 2:30-3:30pm

Minutes

Staff: DW, Dr D

PPG members: TH, JN, AM, TC

1. Introductions and welcoming new people

Everyone introduced themselves as we had a new member in the group 😊

2. Research

The research team are currently interviewing patients who have recently had a blood test about how easy it is to receive and view their test results. Once the study is completed they may want to present their findings to the PPG group. The group were happy for them to do this. If you have had a recent blood test and wish to take part in the research please contact us.

3. Contract from 1st October 2025

A new requirement will begin from 1 October 2025 for practices to allow patients to submit routine, non-urgent appointment requests, medication queries and admin requests via online consultation tools (we use Patchs) during core hours (8-6:30pm). This is causing some issues for us at present as we are happy with our current appointment model and only utilising Patchs requests for Fit Notes and admin related queries. We currently do not offer this as a method for patients to submit appointment requests.

We have increased our patient numbers significantly from neighbouring practices who use Patchs triage model. These patients have told us they don't like it and like our way of ringing up or booking an appointment online to see a doctor face to face. We also completed lots of demand and capacity audits and we found that we have enough capacity of appointments for each of our days. We found on normal working days if you call/book online before 9am you will most likely get an appointment on the day. We have also introduced a phone system which allows us to provide a callback function (queue buster), a process to alert patients when there are no appointments left, and we offer online appointment booking. This has all reduced the 8am rush significantly.

Everyone at the meeting likes our model and is not keen on change. However, we have to start allowing Patchs for appointments as not doing this would be breach of the contract from NHS England. Therefore, we agreed we could advertise Patchs as being best used for simple queries and for things you don't need to speak to a GP with. We also discussed getting some quantitative feedback evidence through a survey about what the wider patient population think of using Patchs. We came up with the following questions such as:

- 1) Do you currently use Patchs?
- 2) Do you like to use Patchs and find it easy to use?

This very short questionnaire could be made with Survey Monkey or Cognito. **DW will look into this.**

Action points from this meeting:

Action point	Person responsible
Create a patchs survey and look into providers	DW

Date of next meeting:

Thursday 23rd October 2025, 2:30-3:30pm