



## Minutes of the Boultham Park Medical Practice PPG Meeting

**18 September 2025 at 18:30**

### Attendees:

- Kristy Perkins: Practice Manager
- Dr Marc Dodgson: Partner Doctor
- Donna Pech: Minute Secretary
- Cathy Hanger: PPG representative
- Sandy Williams: PPG representative
- Margaret Allis: PPG representative
- Steve Foottit: PPG representative

Apologies: Mark Patey and Peter Barker

### Minutes from previous meeting

- Agreed as true

### Actions from previous meeting

- Data Protection Agreements required from Margaret (completed), Peter and Mark still to be completed
- Next official PPG Awareness week is 31 May – 6 June 2026.
  - Schedule a planning discussion for this
- Menopause section has been added to the practice website
- The other surgeries from our Apex group are open to the idea of doing a joint PPG meeting yearly.
  - Agree a date (summer?)
  - Poster Ad for new PPG members

### Unable to Vote for New PPG Chair

- No new volunteers came forward for the role
- Kristy unable to continue chairing meetings due to conflict of interest as a practice staff member



## Practice Updates

### Vaccine programme

- Flu and COVID vaccinations starting 1 October

### Staffing Changes

- Business Manager, Neil, left the practice – Kristy covering in tandem with her role but an assistant will be starting soon
- New Healthcare assistant – interviews currently taking place
- Phlebotomist leaving soon
- New salaried GP started – Dr Petro Nunn
- New Senior Practice Nurse, Andrea, started

### Practice newsletter

- Autumn newsletter is now out – completed by Crystal

### Asthma data: ICB meeting

- No hospital admissions for children suffering asthma in the last year – Excellent news!

## Total Triage – GP contractual change from 1 October

### Transition to Total Triage: Contractual Changes and Access Improvements

From 1st October, the practice is implementing a contractual change requiring a greater shift towards a triage-based access system. This transition involves updating the rules governing patient access, with the primary aim of opening up the practice and enhancing overall accessibility. As part of this process, careful consideration is being given to managing the risks associated with the new system, particularly for patients who may not have access to online resources.

### Utilising the Website and Online Triage

The practice website will serve as a template for all patients, promoting the use of the online system. This change is designed to alleviate the rush of patients calling or queuing outside the practice first thing in the morning. Through the new triage approach, patients' needs will be assessed and prioritised accordingly.



## Acute Hub Pilot Scheme

The pilot scheme at Birchwood, where patients presenting with acute issues such as coughs and colds may be directed, is functioning effectively. This will help to filter less complex cases away from GPs, allowing doctors to focus on more complex medical issues.

## Testing and Operation of the New System

When patients call the practice, receptionists will use the same patient online form to triage according to established criteria. If the issue is not urgent, patients will have the option to choose how they would like the practice to contact them. Urgent cases will continue to be seen on the same day where necessary.

## Additional Resources

The practice will also make use of resources such as the Acute hub at Birchwood, the Complex Care Team and the Frailty Team to support patient care.

## Shift to Clinical Need-Based Access

The new system means the practice will no longer operate on a first-come, first-served basis. Instead, appointments and access will be determined by clinical need, helping to better manage capacity and demand.

## Ongoing Review and Technology Integration

After the implementation of the new system, the practice will review the Accurix system to ensure it continues to meet patient and practice needs. Additionally, artificial intelligence will be used to record consultations (Scribe).

## Call Wait Times and Communication Options

Currently, the average wait time for calls to the practice is less than two minutes. However, it is expected that wait times may increase temporarily as the new triage system is embedded. Patients can request to see a specific doctor if they are available. Receptionists will use set criteria to determine whether a telephone or text message is appropriate. The system has the capability to send a link for patients to upload photos when required. Home visits will continue to be arranged as needed.

## Information Gathering and Patient Concerns

Patients are now expected to provide comprehensive information regarding their symptoms. There is a concern that some patients may struggle to articulate what they



are experiencing, or may downplay serious symptoms, which the practice will need to monitor closely.

## Additional Updates

- Cathy attended the FND awareness event in Stamford as a helper and provided an update.

## Actions

- Kristy is to look at producing a poster advertising for PPG members for the waiting room
- Kristy to add PPG info on the TV
- Kristy to look at producing lanyards for PPG members
- Peter & Mark still need to sign data protection and confidentiality agreements
- Are PPG meetings advertised on the practice website – come along if interested?

## Meeting End

The meeting concluded at 19:45

## Next meeting

11 December 2025