

## Practice Response to PPG survey 2025

Recommendations for further action Although the majority of patients rated their experience of using the Practice positively, getting an appointment at the Practice was clearly an issue for many of those who completed our Survey Questionnaire. The PPG therefore recommends that the Practice takes the following measures in the short term – we think these actions should be fairly straightforward to implement and would help address some of concerns people raised:

- Promote the use of eConsult and ensure it is more accessible on the website, thereby freeing up the phone lines for those who find it difficult to use technology – the PPG would be happy to help promote the use of eConsult and to run sessions on using eConsult for patients who are not familiar with the process

*Practice Response: The Practice is happy to promote the use of online consultations, however, we are currently looking into options for online consultations. The Practice will keep the PPG and patients updated about any changes to our online consultation option.*

- Continue to promote the uptake of the NHS App - the PPG would also like to support the Practice with this action, including helping patients to set up the NHS App on their phones, and has already identified this as one of its priorities for the year ahead

*Practice Response: We would welcome support from the PPG, helping patients by raising awareness of the NHS App and helping patients with the app on their phone/tablet. The PPG would be welcome to come the surgery front foyer to chat to patients about the NHS App.*

- Undertake another review of the Practice Website to ensure it complies with the National Guidance published in January 2025 - the PPG would also like to support the Practice with this action and has already identified this as one of its priorities for the year ahead

*Practice Response: We note that the PPG completed a review of the Practice website in 2025. We would be happy for them to complete a further review to ensure our website content complies with the latest National Guidance.*

- Continue to provide clear information about changes in the way services are delivered at the Practice - the PPG would also like to continue supporting the Practice on this issue

*Practice Response: The Practice will continue to communicate changes to patients via our Website, Facebook page and Practice Newsletter. We would welcome support from the PPG with regards communicating changes. Practice updates will continue to be given to our PPG during PPG meetings.*

- Continue to take measures to ensure patients are aware of alternatives to a GP appointment, including services they can refer themselves to - the PPG would also like to support the Practice with this action and has already identified this as one of its priorities for the year ahead

*Practice Response: The Practice welcomes the support from the PPG to raise awareness of alternatives to a GP appointment. This could be discussed further at the PPG meetings.*

- Ensure patients booked in to see a First Contact Physiotherapist are made aware that they must book in at Reception for these appointments, separately to any other appointments they have at the Surgery that day - the PPG would also be happy to help increase awareness of this issue

*Practice Response: We are aware of only one instance where a patient didn't book in to see the First Contact Physiotherapist having booked in for another appointment at the surgery around the same time as the physio appt. However, we will add this to our next newsletter to raise awareness that each appointment needs to be booked into separately.*

- Ensure appointments for time critical blood tests are not delayed

*Practice Response: Blood test appointments remain a challenge, with demand exceptionally high at the moment. We have made significant changes to our blood test recall process over the past year, and as advertised, we are now running a month of birth recall for blood tests so patients have one visit to our phlebotomy team a year. There will be some exceptions to that i.e. a clinician might want them to have interim bloods done. Patients are reminded that if they need a blood test for a secondary care appointment, they could consider using the Poole Hospital Phlebotomy Department as another option.*

*We are also currently working on increasing access to blood test appointments and will advise the PPG and patients of any changes in due course.*

- Ensure text messages sent to patients by the Practice are clear and that patients sent a link to book an appointment are made aware that this link is only valid for a week after the text is sent - the PPG would also be happy to support the Practice to increase awareness of this issue

*Practice Response: We will update our appt link message where a link is only valid for a week. We do have the option to alter the length of time it is valid for so in most cases the link will be valid for much longer.*

- Continue to provide training for Reception staff in Care Navigation, including the allocation of same day appointments. In the longer term we would recommend that the Practice also considers:

*Practice Response: our reception staff are trained to signpost patient to relevant services. We are currently reviewing how we manage same day appointments, and any changes will consider staff training needs.*

- Introducing a fairer and more equitable way to allocate appointments which better meets patients' clinical needs – this could involve the introduction of triage by GPs of all requests for appointments, as has already been introduced in many other GP Practices

*Practice Response: We are currently reviewing how we manage same day appointment requests. Our team are currently auditing demand and unmet demand for urgent appointments. Once we have reviewed this data, we can consider options which might include urgent triage. We will communicate any changes to our PPG and patients.*

- Putting in place a hierarchy of appointments of different levels of urgency (eg same day, this week, within 2 weeks) to meet the differing clinical needs of patients, as determined by the triaging GPs. Again, the PPG would be happy to support the Practice in making what would be a major change to the way appointments are allocated, both by helping to support communications about its introduction and supporting patients to complete any online forms required

*Practice Response: As alluded to above, we are currently auditing demand and unmet demand for urgent appointments. This will help us shape our appointment system in the future. Any changes we make will be communicated to our PPG and patients.*