FRIENDS OF PRIORY

Friends of Priory
patient participation group

Feedback and next steps

Burnholme Centre 26th September 2024

You told us/asked us:

1 **Surgery waiting rooms seem empty a lot of the time and there are long waits to get a routine appointment. Why is this and how many staff do you have seeing patients each week?**

- 5+ years ago all appointments were face to face in the surgery.
- Now we do a mix of telephone and face to face.
- We are better able to stagger our face to face appointments to avoid patients having to wait too long.
- A job of a GP is much more than seeing patients in surgery - they are often on home visits, doing admin tasks (referrals to hospital or follow up on results)
- GPs also support the wider clinical team with supervision and training.

What next?

1. We will share a 'day in the life of a GP and Priory team' for all our patients
2. We will share more about Pharmacy First and how this can help everyone

The PMG clinical team is made up of 95 healthcare professionals:

- **41 Doctors (GPs)**
- **26 nurses & HCAs**
- **28 Allied health professionals (including physiotherapists, pharmacists and more)**

They are supported by over 100 non-clinical staff members

Every week:

- **We complete appointments for around 2400 patients**
- **Make 24,000 calls & texts**
- **Process 7000 prescription requests**
- **Send over 600 referrals**
- **Review 3500 results/ letters**

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2 You told us about gaps where you feel extra help and support would be helpful for you to understand and use our booking systems. This included:

- Language that isn't helpful for patients – for example 'not urgent' doesn't mean not important or not needing help and support
- You felt that good continuity for patients comes from systems which allow easy information sharing (not tick boxes or trigger words which some patients can more easily use to get more rapid access in the current Kliniksystem)
- You are disconcerted that PMG are still using an access system which is not fit for purpose
- There are long waits for follow-up or more information on results and you are often left feeling lost and not understanding what next if have had diagnostics or a referral – for example what happens for follow-up if things are normal?
- Not all of you were aware of or knew how to use the NHS App so you could see your patient records

What next?

1. We need a group of PMG patients to help us design the new access system for patients. If you're interested in becoming a member of this working group please email ppg@priorymedical.com
2. We will offer regular monthly sessions to support anyone using the NHS App: first sessions arranged 21st November 1-2pm at Priory Medical Centre and 12th December 1-2pm at Heworth Green. If you are interested in attending please email the PPG email.

The NHS App allows everyone to see results, letters and consultation records.

For those who are confident in going online to get started then please watch the Patients' Association guidance below:

Online GP access and the NHS App (patients-association.org.uk)

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3 You told us that you have experience and skills to help engage with other patients

- One of you is trained as an expert patient
- You can help PMG to understand more about our patients' views, needs and ideas
- You are aware some people will want to feedback but individually and not in a group
- You are interested in the patients who do not engage with participation groups and engagement meetings like these and that their 'lived experience' is important for us to understand
- You are aware that patients could do more self-care but need support to do this to help them with prevention and avoiding getting ill
- You want to meet again quite quickly to help in then agreeing some priority pieces of engagement and improvement work for the Friends of Priory to support

What next?

1. We need a group of PMG patients to help us do more work with our patients and communities, and to design a programme of engagement. This is really important as the NHS and City of York Council are working to develop Integrated Neighbourhood Teams (INTs) and need to understand more about our neighbourhoods. Click this link from Birmingham to see how patient engagement and co-discovery is helping them shape INTs. If you are interested please email ppg@priorymedical.com
2. Suggestion boxes in each surgery not just online
3. Engagement with young people via tiktok – the account was created some years ago but still in planning phase, Dr Abbie Brooks will progress and let you know when posting goes live
4. Make the email address easier to remember and use!
   > New email address: ppg@priorymedical.com

Keeping in touch
www.priorymedical.com
New email for Friends of Priory:
ppg@priorymedical.com
Follow us on
www.facebook.com/priorymedical
Instagram:@priorymedicalgroup
X (twitter): @priorymedicalgp

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Next patient participation meeting:
Wednesday 6th November 5pm-7pm
Acomb Garth Community Centre
2 Oak Rise, York, YO24 4LJ

Remember!

Patients can call and ask about anything at any time if they are worried or need to understand more. If things aren't right then say so and ask for feedback and time with someone to explain.

Come into our surgeries or call 01904 404100 and ask our Front of House team or use the feedback form on our website
https://www.priorymedical.com/contact-us/