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**Grenoside surgery**

**Patient participation meeting**

**minutes**

held on 17th April 2025

grenoside surgery, conference room

Time: 1 pm

# Present:

# Chair: Kara Eaves (Practice Manager), Hilary Power (Assistant Manager), Beth Jackson

 (Receptionist)

Minutes: HJP/BJ

#

Patients: JM, DS, R.S-W, JH, PM, AG, KS, JG, CG, AS, ES

# Agenda:

* Total Triage
* Newsletter
* Social media/Website
* Appointments (currently) / evening appointments & phone lines
* Text reminders
* Male receptionist & Name tags
* HCA/Nursing services
* Wellbeing sessions and advertisements

# Discussion

* Total Triage:

KE explained *Total Triage*, which is NEW way of booking appointments at the surgery. Patients will be triaged by a GP via a link to a form which will be accessed online at Grenoside Surgery Website and also via text.

The link will take patients to an online form which all patients will be requested to complete with as much information as possible. ALL completed forms will be triaged by a GP in the first instance, the GP will then book an appointment (if appropriate).

The appointment slots will be colour coded - **Urgent RED** - **on the day, AMBER 1 week or Green in 2 weeks).** B.J explained that the GP’s will also signpost patients to other pathways; Pharmacy Team (In house)/ANP’s/Hubs/Out of Hours/pharmacy.

The group raised concerns when other patients do not have online access. We confirmed that patients requesting appointments can still telephone the practice or walk in and the form will be completed by a receptionist in accordance with the patient’s request. All completed forms will initially be seen by a GP. BJ advised that reception staff will be asking questions for completion of the form and any private matters will need to be explained briefly to the receptionist on the phone in order that the GP is able to review the urgency of the matter.

* Newsletter:

KE informed patients that we now have a newsletter published on our website with updates/staffing/social media/reviews (how to feedback)/gardening groups/wellbeing groups/total triage etc. The group were unaware of the newsletter and expressed concerns if the website was not viewed on a regular basis. We discussed how communication could be improved. Suggestions included text/email links that a newsletter was on the website, and a newsletter posted out to patients who do not have an email address.

* Social Media & Website:

KE informed patients that our website & social media pages are updated on a regular basis. Our social media presence is via Facebook, views can also be left on ‘Google’ and via our *‘Friends and Family* form’. A request was made for feedback to be more accessible at Wadsley Bridge Surgery.

[Homepage - Grenoside Surgery](https://www.grenosidesurgery.com/)

* Appointments currently/evening appointments & phone lines

BJ & KE explained the current process of booking appointments. Patients presently are able to all from 8.30am for a ‘*urgent on the day’* appointment and pre-book two weeks in advance. Same day appointments are unable to be made at the front desk. The group did express having an evening clinic with GP/Nurse/HCA availability would be helpful for patients who cannot attend surgery during normal working hours, K.E happy to discuss with GPs in the future as an option. HJP also mentioned that we have a total of 25 phonelines; we appreciate the long delays, but all staff work hard to answer the calls quickly and efficiently. BJ mentioned that complaints to reception team on the telephone results in longer delays for other patients waiting in the queue. K.E went on to explain that *Total Triage* will reduce our call log as a large percentage of patients will be requesting appointments online.

* Text Reminders

The group made KE aware that they no longer receive automatic text reminders of appointments. BJ pointed out to KE that this hasn’t been working for a quite some time. Reception team are able to text over a confirmation text or set up a reminder, but this is usually done at the patient request and not all reception team are able to do this. KE will look into getting this facility set up.

* Male Receptionist and name tags

The group expressed it would be positive to have a male receptionist among the team. KE and HJP agreed this would be good for the team and for patients, but males do not tend to apply for the reception role. We also confirmed when a reception role is advertised it is gender neutral and Grenoside Surgery follows the Equality & Diversity Act.

The group mentioned they would like staff to wear name badges. KE and HJP confirmed this is now in process and Grenoside Surgery is proud to be a Dementia Friendly Business, working to make Sheffield a better place for all. As part of the Sheffield Dementia Action Alliance, we are committed to creating an inclusive and supportive community for those living with dementia.

* HCA/Nursing services

Patients expressed concerns that some services have been ceased, such as ear syringing & spirometry. KE explained that these services are still available via the surgery, however, we now refer onwards rather than completion in surgery. The group expressed this is frustrating due to the travel and distance to where these clinics are held. KE pointed out these services are offered elsewhere saving clinic time in terms of nurse skills and training. HJP also went on to explain that some of these appointments can be up to an hour long, and when we experience several DNA’s (*do not attend*) as we have in the past, it is not an efficient use of the nurse team clinic time.

* Wellbeing Sessions

K.E informed patients that SOAR will be doing a ‘*Gardening and Nature Group*’ Wednesday weekly from May. A ‘*Garden Open Day Drop-in’* will also be held at Grenoside surgery on Wednesday 30th April from 10am-1.30pm’. PPG group members also commented that they also hold Wellbeing Session Groups; ‘*Growing Memories Garden*’ at The Campus on Monday weekly from 10am-2.00pm’ and a ‘*Day in Hillsborough Park Community’* on 22nd of June’

The group expressed there was a lack of advertising for the above sessions. KE advised that many advertisement updates do go onto our website. However, the group pointed out that the website isn’t something that is always checked regularly and more advertising in the surgery would be helpful. KE confirmed we will update social media on a regular basis. Our Newsletter will be sent via email or link to website/advertisements of events to be advertised in surgery. I will update the poster after the Open day.

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 *PM Note from Helen @ SOAR:*

*The group is open to anyone in Network North surgeries, and people could self-refer, but in particular those that health professionals, or those in connected professions feel would benefit from being outdoors and have some nature connection in some way.*

*That element, which is the Green Social Prescribing element, is reliant on Network North staff to suggest and promote these activities to people The gardening group has had slow uptake, we would appreciate any help to promote this group in Network North, referrals from GP's/Nurses etc would be helpful, the patients tend to attend if the GP/Nurse have referred them.*

*I am starting some “Slowcoach Walks” from different surgeries on Thursdays and dropping some information off about these today.*

*I will be in and out between now and next Wednesday to do a bit of tidying up and outside prep.*

*Text to patients when booking and cancelling appointments has now been set back up. Appointment reminders will also start to go out again.*

# Next meeting

June 2025 – date and time to be confirmed.