**Open forum Threeways Surgery - Stoke Poges Village Hall 4/9/25**

**Positive Attendance: Approx 60**

Panel: Health Watch – F Dite / Cllr’s Carter & Dhillion

Threeways Surgery: Dr R Pope / L Bzdek / C Martinez / S Aski / J Kennedy

Questions / Feedback was collected prior to the meeting and questions passed to

Dr Pope

**Welcomed and introduced by Cllr Dev Dhillon**

**Dr Pope presented an overview Threeways Surgery** – Providing Care to 6277 patients

The surgery has a higher elderly registered population than the national average

As a small surgery little spare capacity for sickness or holiday absence in managing staffing levels

The future of the resilience as a small surgery with lack of spare staff may lead to changes and amalgamation with bigger provider groups – which could become a reality as part of the government’s longer term plans. We have had a troublesome time recruiting GP’s so we hope our present staffing levels will be steady with our current GP’s remaining in post.

What you see front facing appointments and reception staff is a tip of the iceberg of work done – sometimes the appearance of an empty waiting room is a misconception of the ongoing services – telephone consultations are popular with patients – 40% presently which reduces the in person waiting room business. Our 1st floor clinics hae an upstairs waiting room.

We had hoped to introduce Maryan our Care Coordinator / Social Prescriber. Her main role is to help signpost to local services and support all the patients with accessing appointments via completing triage requests for those who can’t use online facilities. She plays an active role in supporting vulnerable groups – of all ages and liaising with nursing and residential care homes.

**Cllr Saera Carter. Offered info from the Parish Council**

Cllr Carter provided an update on the Friday lunch Club / Simply Walks and the joint working relationship with Louise at Threeways in developing new services for patients and residents within the community -

* Digital Café
* Mens Health
* Carers UK
* Dementia Café

Fiona Dite from health watch offered communication link

**Questions – raised by the patients**

**Online Triage – unable to complete/ use online system**

If patients come to the front desk and are unable to use the online triage form their details will be taken by reception and one of the team will ring them back and complete a triage form on their behalf or when the Care Coordinator Maryan is in the surgery

and has ability to take the patient into a consulting room to complete there and then.

*Please note: We must maintain patient confidentiality at all times and cannot offer to complete directly from the reception desk.*

The appointment triage system currently triage requests for GP appointments and currently is three times the national average which means it’s difficult for the team to work effectively due to volume. The triage system is being redesigned for October 1st with GPs reviewing triage requests as there is a concern on why requests are so high, This will mean less face to face slots GP appointments available to patients.

**Capacity – How many appointments on offer**

Currently the surgery offers around 450 slots weekly (60% offered face to face 40% telephone). Each GP should see 25 patients per day according to safe working guidelines by the BMA

(British Medical Association)

**Charges for Forms**

Charges for forms are completed outside of the GP workload – the fee goes back into practice funds for the surgery - not to individual doctors and are in line with BMA guidelines. (Please see the surgery website for further details )

**Bloods Tests / Results requested by the Hospital**

Hospital bloods test are not always on a platform visible to GP so difficult to add to patient records or discuss. The NHs remains a disjointed service for integrating patient records with many stand-alone software and systems in place. This cannot be resoled at surgery level.

**Commissioning of Website / Telephone Services**

Patients voiced good for individual users but proxy access for relatives is difficult and this is a national issue - we will do our best to address at local level trouble shooting proxy access.

The NHS give specific direction on what platforms of technology they will fund which does not allow the surgery to have great freedom. All systems in the surgery are NHS commissioned and approved meeting all the mandatory requirements including disability.

**Feedback and performance data concerns**

At times patients feel that the NHS treat patients like a conveyor belt and that friends and family questionnaire was biased towards positive outcome.

**Open Forum Comments**

* Disconnect between general practice and hospital with correspondence and action points.
* CPD time for GP’s - Continuous Professional Development - using nice guidelines ensure quality maintained. GP’s – General Practitioners oversee a very broad range of conditions – colleagues in hospital medicine work in specific specialist field.
* Closure of surgery telephone lines except for emergencies in the middle of the day
* Access for visually impaired. -notes annotated and support available
* Telephone options not all working
* Car park and blue badge area sometimes used inappropriately not actually under our control – Carpark is not owned by Threeways Surgery and managing the abuse of the parking bays is a challenge.
* Friday club attendees still report appointment difficulties please keep us informed what the issues are
* Prescription service – pathways on how to order and reduction of taking paper requests
* Current waiting times for routine appointments is 2weeks capacity issue
* Discussed new patient group temporarily housed in Stoke Poges - no change in provisions for GPs or county council services to support. Threeways try to support all patients needs to the best of our ability.
* Patient suggested surgery was reactive not proactive. Can we improve ?
* A patient offered positive praise and commendation to the whole team

**Meeting Conclusion**

By Cllr Dev Dhillon and summary with thanks to all the attendees for their time and interest and constructive feedback and hope we can keep communication routes open. We value input to improve our services.

**Summary & Work in progress based on patient feedback:**

* Photo Board – identifying staff
* Patient participation group – new members welcomed
* Appointment requests – October 1st will be actioned by a GP each day and supported by an GP assistant to contact patients and signpost / action requests
* Enhanced communications by using the Stoke Poges News Flash email / Facebook
* Patient feedback on reception desk
* Review reactive & proactive approach
* How patients are supported in accessing appointments when unable to use technology
* Stoke Poges Parish Counsellers working with Threeways in developing new services for patients and residents within the community starting October 2025 - Digital Cafe - Mens Health - Carers UK - Dementia Café