

PPG Meeting 2, 27th November 2025 1:30pm meeting taken by Lead CD & Minutes taken by KT

Overview of the last meeting given to group.

Confidential room, screen in reception to come down, online triage form.

Question about equality regarding the online form

Lead: explained reception can help complete the form where needed.

Attendee: 19% of Barnsley are not online

Attendee: do you have to come in or can you phone

Lead: explained reception now understand that within reasonable adjustments they can help pts with the form, there's less complaints due to this. Sight impaired can phone reception understand this and are more aware of what limitations need to be addressed for form help.

Attendee: set aside a day but if can't get an appointment it's a waste of a day

Attendee: explained more appointment come out later in the day

Attendee: not happy with day specific appointments looking for a new surgery.

Lead: other surgeries may not do day to day they may do a few days in advance.

Attendee: like a sit and wait clinic

Lead: can't comment on other surgeries and how they run their clinics.

Attendee: old calendar that you could book in advance was better

Lead: we are a very busy surgery with a large service user number

Attendee: how do you know on the day if the GP you want to see in on that day

Lead: follow ups should be booked by the GP or as a follow up, sometimes GPs are on holiday or off sick

Attendee: employment places of work have outsourced GPs.

Question: are you all aware of our car coordinators

ALL: no

Lead: handing out leaflets regarding house bound, social prescribers, MH trained staff member cancer champion staff member and care homes. Welfare checks, carers help info.

Attendee: do we advertise this

Lead: yes, around the surgery on the boards and the website

Attendee: are care navigators the same thing?

Lead: explained care coordinators roles in the surgery explained when V & S are here in the building

Attendee: NHS portal problems opening the app missed an appointment

Attendee: online is too complicated

Attendee: need to think of being accessible to everyone

Attendee: it's very frustrating

Lead: we have NHS app ambassadors in the surgery who can help with this explained what they do and what days they are here

Attendee: her friend struggled with hers

Attendee how do you get it verified?

Lead: explained what verification is and where the online triage form goes after completing

Lead : moving on to the idea of a diabetic group in the surgery ran by our nurses a DPG as such to help pts who are a new diabetic, struggling with their diagnosis and treatment plan/meds/ lifelong diabetics with a wealth of knowledge to share with the group over all a education/support group to help the pts nurses think it could benefit.

Attendee: yes, it's a very good idea, the more information out there is good

Attendee: is diabetes increasing

Lead: I don't know the number, but our nurses feel it could benefit our service users

Attendee: do you still get sent to apollo court

Lead: we think the 6-week programme if now offered online ours would be face to face from a clinical nurse on help and advice.

Attendee: I can offer help as a diabetic

Lead: hopefully it's something we can make happen and will make a difference.

Attendee: I think it will be a good model for other surgeries to learn from and copy.

Lead: it's something our nursing team do want to set up so hopefully in the next year we see that.

Attendee : carers? What do we do for a double appointment

Lead: if you speak to V she can advise you on that

Attendee: is there a carers pack to be sent out

Lead: we have information on the carers board in the surgery on what the care cos can offer and what outsourcing they can offer also.

Attendee: interested in looking at this

Group agreed it's been a good meeting and that we will meet again in around 8 weeks.