

## Virtual PPG Feedback July 2020

### Agenda

- Telephone consultations - do you think this has worked well over the past few months? Could we have improved this service?

### Feedback

- P1 does not like the telephone consultations, she prefers face to face but did not realise that you could still see the doctor face to face if the doctor deemed necessary/urgent.
- P2 preferred the telephone consultations; she works full time and is therefore a lot easier for her as she cannot always attend the surgery. She would welcome more telephone consultations.
- P3/P4 gave positive feedback on telephone consultations, advising telephone consultations reduced travel time, parking worries and the risk of catching the virus. However they raised the point that if they have a personal issue the rest of the household can hear.

P3/P4 gave suggestions for improvement to the telephone consultation service, this included sending a text message to patients waiting to be called if there is a delay. This alleviates anxiety that the patient has been forgotten.

Overall a great idea and one which they hope can be carried into the future.

### **Feedback to be discussed at Staff Meeting: Tuesday 4<sup>th</sup> August 2020**

#### Staff Meeting Responses

- As per P3/P4 point of discussing personal issues, clinicians agreed going forward upon contacting the patient they will ask if the patient can talk at the present time and if not would arrange a scheduled time to call back when privacy is available.
- As per P3/P4 point suggesting a text message be sent to advise of a delay to alleviate anxiety about being forgotten, all agreed this is a valid point however would be difficult to text all patients when emergencies arise etc. causing the delay. Instead, going forward rather than giving the patient a set time to expect a phone call, the patient will be advised they will be either contacted via phone call during morning surgery or afternoon surgery.