

Croft Medical Centre PPG Meeting Agenda – February 2025

CM

Welcome to the PPG Meeting





Welcome and Apologies

Welcome

Welcome to all attendees

Apologies

NC

Matters Arising

Previous Meeting

Review any outstanding items



Communication Flow between practice and hospital

Effective communication between primary care (e.g., General Practitioners) and secondary care (e.g., hospitals, specialists) is a key aspect of patient safety and seamless care. The flow of communication is bidirectional, typically involving patient referrals, specialist advice, and timely discharge summaries. Modern systems are increasingly digital, but traditional methods may still be used in some cases.

Common challenges and improvements

While digital tools have improved speed, historical and systemic challenges can still affect communication flow.

System incompatibility: Variations in IT systems between hospitals and GP practices can prevent smooth data flow. Initiatives like the "Transfer of Care" are designed to address this through standardized data formats.

Workload pressures: The workload and differing priorities between primary and secondary care can hinder timely and high-quality communication. Secondary care staff may view discharge summaries as an administrative burden, while GPs feel undervalued when they receive incomplete information.

Integrated Care Boards (ICBs) and local initiatives are focusing on bridging these gaps through collaboration and standardized guidelines to ensure more effective and seamless patient care

Appointment Options

By phone: Call your GP's surgery. Be aware that phone lines can be busy.

In person: Visit your GP's reception to speak with a receptionist.

Face-to-face: A traditional in-person appointment at the GP surgery.

Phone: You can still call your GP practice to book an appointment, though phone lines can be busy, especially in the mornings. Some surgeries have a "queue-buster" or automatic callback service to save you waiting on hold.

In-person: You can go to the surgery in person and speak to the reception team to book an appointment.

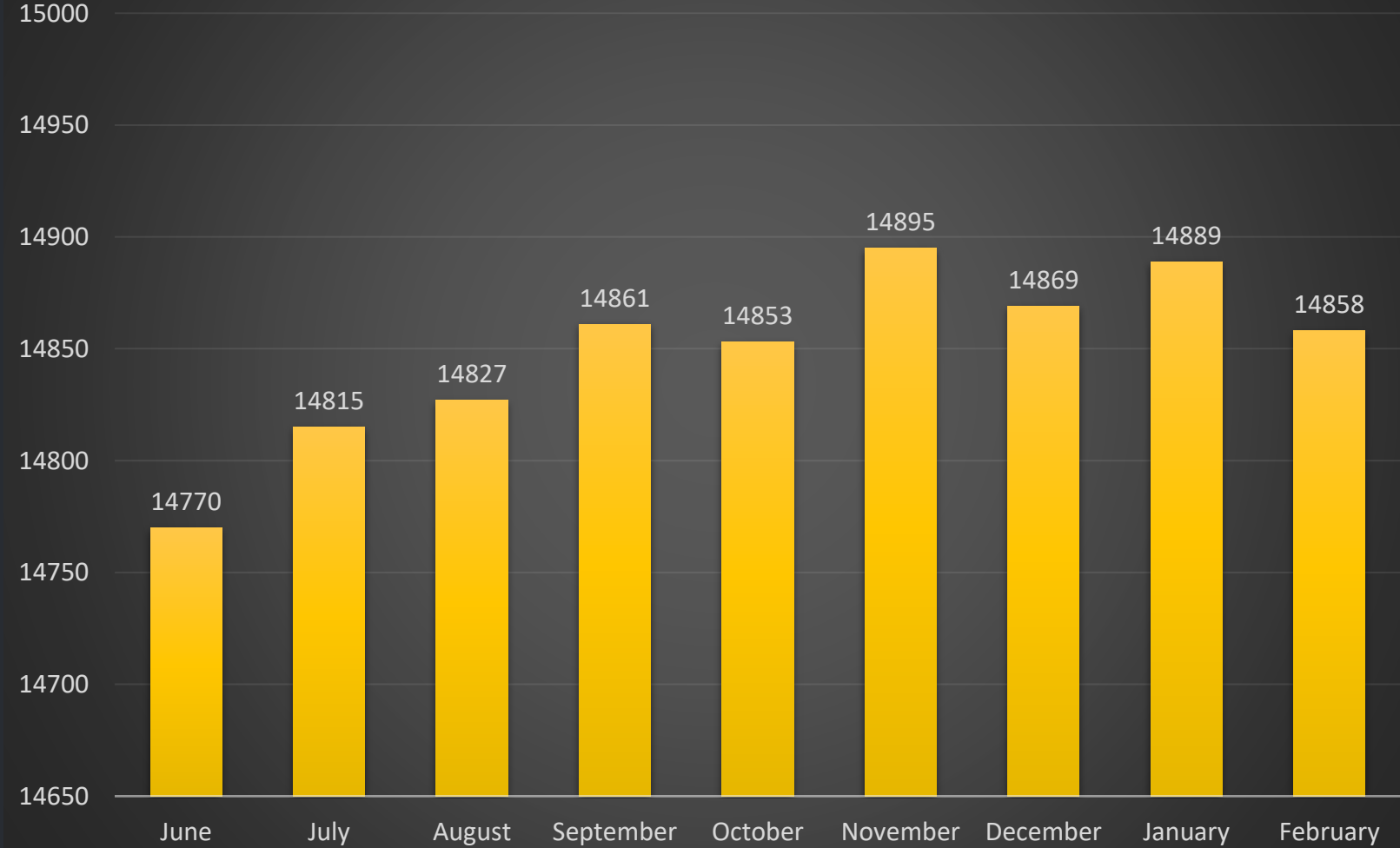
Your surgery has a range of healthcare professionals who can help, including nurses, clinical pharmacists, and physiotherapists.

NHS 111: If you have an urgent medical problem but are not sure what to do, you can use [NHS 111 online](#) or call 111 for advice.



Increased Patient Numbers

Patient size rolling 9 months





Blood Tests

A blood test at a GP surgery is a common procedure where a healthcare professional takes a small blood sample, usually

from the elbow, for lab testing. The process involves a brief, sometimes slightly uncomfortable,

needle prick after a tourniquet has been applied to the arm to make the vein more visible. After the test, a cotton

wool pad and plaster are applied, and you can typically get your results in a few days to a few weeks, with the patient often needing to call the surgery to fin

out if they are normal or if a follow-up is required.

Blood tests requested by the hospital or private providers are not carried out at the surgery. Only blood tests requested by a GP after you have had a consultation, are to be booked

in with the phlebotomist

Any Other Business

2025 PPG Dates

August 1st 2025

Time

11am

