**Your Say Minutes**

**Time & Date:** Thursday 25th January, 2024

**Where:** In person, Ruils Office in Teddington

**Chair:** Mary Harrison

**Note taker:** Hallie Banish

| **No.** | **Agenda Item** | **Actions** |
| --- | --- | --- |
|  | **Welcome and Tribute to Alan Benson (2-3 pm)**Cathy, Hallie, Mary, Gareth, other speakers TBC |  |
|  | **Your Say Meeting (3-4 pm)**Apologies from: Paul Leonard, John Clark, Bruno MeekingsWelcome to our guests: * Emma Nicholls from Park Road Surgery
* Bami Ajao from Richmond GP Alliance
* Chloe Wells and Jim Brady from Ruils SP Team
 |  |
|  | **Actions from previous minutes:*** Amanda was going to follow up with her GP surgery to see if there are any other ways for her to make same day appointments Done
* Hallie to email team at Abellio and set up a new date for access day In progress
* All to go away and think about what “good” looks like and bring it to the next meeting in November Done
* Hallie to publicise meeting dates for 2024 once agreed Done
 | **Action:** Hallie to speak with Samantha at the next T&MF |
|  | **Updates from Chair*** Recruiting a new Richmond Transport and Mobility Forum Chair
 | **Action:** Mary and Hallie to put out advert for new Chair, members to put forward any suggestions |
|  | **Presentation from Ruils Campaigns Volunteer on Same Day GP Appointment Access Campaign**See presentation attached to email |  |
|  | **Same Day GP Appointments Campaign Discussion*** What does good practice for access look like?
* What are our main goals and what is possible?

**Same-day appointment access barriers** Barriers include:* unable to get through over the phone or use the phone to book appointments
* lack of available appointments
* difficult website information navigation
* not everyone is online and there needs to be other ways to get information about appointments (easy read pack or large posters in surgeries)
* use of jargon
* inconsistent messaging across practices
* same day appointment purposes unclear
* inconsistent receptionist training
* people not being able to come to the surgery to speak with someone in person and everything directed online

We want to show that making changes and increasing accessibility will be good for everyone, not just disabled people.**Website usability improvements for appointment information** Bami from Richmond GP Alliance is working on a website project aimed at streamlining and standardising information on Richmond GP Practice websites. The idea is that the GP Alliance will take on some of the work in upkeeping the website and keeping them up to date. At present practice managers look after the upkeep of websites. Bea presented research on improving websites with accessible language, headings and limited/easy to understand content. Examples showed information scattered rather than grouped clearly. The group supported consolidating information for ease of access and having easy read information. Solutions proposed included:* improving website usability with clear headings
* having a dedicated page that talks about accessibility and be specific about what support could look like if needed (not just saying “we can accommodate your needs” but saying “we can help in situations like this…. but not limited to this”)
* having information clear and concise
* making the difference between using the NHS app and the online triage system clear
* being clear that the NHS app messaging may not work for every GP surgery and what the limitations are
* making the options for ways to make same day appointments clear (phone, text, online, app, etc.)
* making the contact details for the surgery really clear – some surgeries don’t advertise an email address which is against minimum standards. Some people can only interact over email.

**Receptionist training and triage consistency** Members also flagged having different levels of support from receptionists and in the GP surgery itself (through the phone and in person). One person said that even though it is flagged that he has a speech impediment, they still call him on the phone rather than text. There was shared support for flagging access needs in the system and actually making sure this is looked at in each interaction. Another person shared that they do not want to have to continually advocate for themselves or go through their needs on the phone. It needs to be clear ahead of time what support it available because people may need it but won’t know until they see that they can access it. Emma said that they do have this functionality in their system and use it at Park Road and the receptionists do know most people and their needs. Chloe and Jim discussed receptionists receiving different triage advice, causing frustration. Training receptionists to list all appointment options instead of just "no" would improve patient experience and access.**Developing best practices guide collaboratively** The group aims to co-produce an achievable guide detailing changes to improve access both on websites and for people who are trying to make same day appointments through other routes. Feedback from all stakeholders would ensure recommendations reflected diverse needs and were implementable.Hallie and Bea to draft this up based on this session and give members a chance to comment. The goal is to work with Bami and Emma to present our guide to the GP Alliance and Practice Managers to work toward meaningful change.  | **Action:** Hallie and Bea to follow up with Bami to send recommendations**Action:** Hallie and Bea to draft guide and share with members for review before the next Your Say meeting |
|  | **Ruils Updates*** **Housing Campaign update -** Report complete and meetings with providers imminent
* **Access Day at Twickenham Abellio Depot** – to be rescheduled for this year
* **Voter ID Certificate Campaign** – running until March to support local disabled people register to vote and get an accepted form of ID
* **New date/time for Transport and Mobility Forums this year -** Transport and Mobility Forums to be held separately from Your Say to allow for more continuity in Your Say meetings. Dates outlined below.
* **Your Say** time alternating between 2-3:30 pm and 5:30-7pm to attract new members, February meeting from 5:30-7 pm
 | **Action**: Hallie to speak with Samanatha at T&MF |
|  | **Any Other Business** | All |

**Upcoming Your Say Meetings**

* 29 February from 5:30 - 7:00 pm
* 28 March from 2:00 - 3:30 pm
* 25 April from 5:30 - 7:00 pm
* 30 May from 2:00 - 3:30 pm

**Upcoming Transport and Mobility Forum Meetings**

* Thursday 15 February from 2:00 - 3:30 pm
* Thursday 23 May from 2:00 - 3:30 pm
* Thursday 12 September from 2:00 - 3:30 pm
* Thursday 21 November from 2:00 - 3:30 pm