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Bankfield Surgery Patient Participation Group

Meeting 23rd March 2026

Venue: Rosemount House

Time: 4.30pm

Attendees: Claire (Business Manager), Kaz (Project Admin), Rose (Care coordinator), Daisy (Social Prescriber), x 5 patients

Agenda: Changes to Accessing our Services

After introductions, Claire informed the group that the main reason for the meeting today was to provide the PPG with information about upcoming changes to access.

As a result of ongoing patient feedback and surveys last year, too many patients were struggling to access the practice, mainly via the phone.

The following 3 questions were asked regarding access:

x 8 QUESTIONS ASKED

Q1. Generally, how easy or difficult is it to contact your GP practice on the phone?

Haven't tried	Very Easy	Fairly Easy	Neither Easy or Difficult	Fairly Difficult	Very Difficult
4.1%	18.7%	29.3%	5.3%	21.3%	21.3%

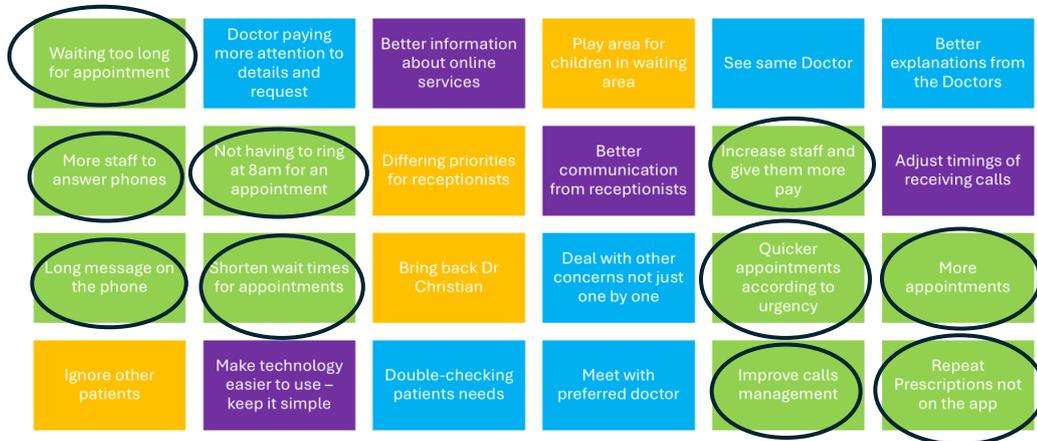
Q2. Generally, how easy or difficult is it to contact your GP practice using their website?

Haven't tried	Very Easy	Fairly Easy	Neither Easy or Difficult	Fairly Difficult	Very Difficult
54.7%	12%	18.7%	1.3%	12%	1.3%

Q3. Generally, how easy or difficult is it to contact your GP practice using the NHS App?

Haven't tried	Very Easy	Fairly Easy	Neither Easy or Difficult	Fairly Difficult	Very Difficult
70.7%	17.3%	6.7%	1.3%	4%	0

How can we better meet your needs as a patient?



Demand & Access

Patient Care

Communications

Miscellaneous

At the moment, patients can access the surgery via phone, in person or online.

What we are experiencing is an increased number of patients trying to access the practice by multiple ways i.e. ringing the practice and using the callback facility (sometimes more than once) and then coming down in person to request an appointment!

It is becoming untenable to manage all the various routes being used to access our services and unfortunately, we simply cannot afford to employ more receptionists to cover the peak times and demand.

We already operate a triage system for appointments which is currently managed by the reception team, under the guidance of the GP's. This is a very time-consuming process for our staff which ultimately leads to a lot of duplication of work & slower response rates.

We are therefore moving to a new platform called eConsult wef 13th April 2026. The main changes are:

- The new platform will ask more questions from the patient at the outset in order to provide us with sufficient information to make an informed decision
- All clinical requests will be reviewed by a medical clinician, not the receptionist

See attached slides for more information about eConsult, as shared by Claire during the meeting.

As stressed during our discussions, we are aware that not all our patients have online access therefore we are still accessible via the phone and in-person. It just means that the receptionist will complete the form on behalf of the patient and we will also have an ipad in reception at our main site for patients to use if they can.

We are hoping that those patients who do have online access will use it thus freeing up the other routes for patients that need it.

Interestingly, our patient demographics are broken down as follows:

18-44 yr olds **35.27%**

45-64 yr olds **25.58%**

65-79 yr olds **13.90%**

80+ yr olds **5.54%**

See attached FAQ's which will also be added to the website. If you come across any further questions you think would be helpful then please feed these back and we will include these.

There will be lots of activity in the lead up to going live. Text messages, letters, social media updates, posters in reception etc. However, research has shown that word of mouth is the best way to communicate changes therefore we feel that the PPG could greatly help in this respect.

Please could you spread the word.

In addition, we are due to hold our Spring COVID clinics for our over 75's and immuno-suppressed patients in April. We would be very grateful if members of the PPG could attend and provide leaflets to patients in the waiting area and chat about eConsult.

Sat 18th April 9.00-12.00 is one of the clinics & potentially another on Thurs 16th April TBC.

To wrap up the meeting, Claire did a quick demo of the system & immediately, a recommendation was made by a member of the PPG to simplify the navigation, which we will take forward.

Claire thanked everyone for their attendance and ongoing support and the meeting was brought to a close.