

Present: Graham Kalco, Keith Hudson, John Jones, Angela Macca, Mike Garlick

Apologies: Emmanuel Haven, Steven Arnold-Cowell

1. Angela was introduced and welcomed into the group

2. Prior to the meeting the presentation 'Long Term conditions processes' was circulated to most of the group, with the intention of discussing it. However, we were asked to consider the presentation below as feedback was urgently needed

3. 'Online Total Triage'. The system has been in operation for a few weeks now - and so far a lot of favourable comments from patients and staff. Mike asked the group to read a few pages so we could comment on it, which we did. Mike said he thought it had got off to a good start - as he had reason to ask reception staff to help him complete the online form, which they did pleasantly and efficiently. Angela commented that she had a favourable experience using it through her job. No other member of the group had experience of using it. The general feeling was that it was 'early days', but a good start. The main problem foreseen was in getting people to use it without getting frustrated about navigating the system. One of the key benefits was that it was already freeing up appointments, especially where some patients were abusing the previous system by seeking unnecessary appointments.

M. D. Garlick