

# PPG Bulletin

No.1

## July 2025

We hope all patients have now had the letter from the BLMK ICB informing everyone that they were unable to appoint new providers for primary care services at KBMC by the end of June and that ELFT will be continuing until January 30<sup>th</sup>, 2026.

The PPG are very frustrated with the outcome, and we are unable at present to hold the ICB accountable for their actions and processes. The least we feel patients need is a formal apology and an explanation of what went wrong. We now have to wait another 7 months, having had 6 wasted months.

It has been a difficult time for patients and staff as we waited for information who our new Provider/s would be to enable us to move forward. Measures to be introduced by ELFT were put on hold for the new provider/s to introduce their own systems but following discussions with management on Thursday 10<sup>th</sup> July some will now be going ahead.

There have been changes at the Practice. With the uncertain situation some staff have or are moving onto new roles and we wish them all the best in their future careers. ELFT is now recruiting to replace any vacancies.

Some of the developments are as follows -:

1. Patients should shortly have access to PPG newsletters and meeting minutes on the Practice website.
2. The patient appointment system will be changing from October 1<sup>st</sup>, 2025, in England whereby GP practices will be required to offer online services for patients to submit routine, non-urgent appointment requests. This will be an online triage system and aims to improve patient access, streamline practice operations and guide patients to the right person for advice and treatment. It will allow patients to avoid queueing or waiting on the phone for appointments. The PPG await further details as to which triage system the Practice intends to use and will work with ELFT From September to assist patients understand the new system in its roll out.

Did you know that you can access your medical records, test results etc. by letting the Practice know. They will give you a link via the Airmid App to enable this, but you must provide evidence confirming who you are.

Along with the quarterly newsletter, the PPG will be publishing a bulletin each month to try and keep you all informed of events.

John