

Minutes of the PPG meeting held at Eden Surgery, Hatfield Heath on the 13th October 2022 at 6.30pm

14 members of the PPG and **2** members of the Eden Surgeries were in attendance .

Dr Rikin Patel gave an update on changes to the Dispensary process, staffing and management.

Peter Eldon gave an update on Communication Channels & Practise figures

Group discussion and suggestions for Suitable Solution to Collecting Prescriptions. The following were forwarded to the Practice for consideration:-

Move people away from the collection hatch if there is a problem so that the queue keeps moving.

Have a 2nd person serving from reception when the queue is long.

Times of opening displayed prominently.

Website update with dispensary hours and lead time on prescriptions.

Notice board externally - The glass next to the entrance door could become a notices board.

Reconfigure/reallocate current space for people to wait.

Long term - perhaps an extension.

General comments were - it's quicker and easier to collect prescriptions.

Agreed that the next meeting would be at the Eden Surgery, Hatfield Heath on the 19th January at 6.30pm and the topic to discuss would be Appointments