

Minutes of the PPG meeting held on the 19th January 2023 at the Hatfield Heath GP Surgery.

11 PPG members and **2** Eden Surgeries staff attended

The group discussed the end of year figures regarding appointments and dispensary.

To try and allay the amount of 'did not attend' it was suggested that one of the options on the phone could be specifically to cancel appointments.

The PPG would like to hear about opportunities to

- attend meetings of groups like the Parish Council Annual Open Meeting
- attracted a wider demographic to the PPG
- communicate and educated a wider community, Warm Spaces, Magazines etc
- gather feedback from the community
- hear about topics that need to be raised and discussed at PPG meetings

It was agreed that the next PPG would be on the Thursday 16th March 2023 and the suggested topic which was agreed is 'Prescriptions'.

Please find below and attached the details of the appointment discussion.

Points to highlight

- Pharmacists can suggest treatments or confirm that you should contact your GP practice for an appointment
- Nurse Practitioners can treat an array of ailments and will always refer to a Dr if needed
- Appointments are available Mon – Fri 8am to 6.30pm.
- Additional appointments Wednesdays until 8pm and every Saturday

Appointments Summary

There are two distinct types of appointment –

- reactive patient led requests to see a GP
- proactive practice led pre-booking of appointments for patients with long term conditions.

Reactive Appointments

- We offer acute/urgent appointments for patients requiring same day care.
- We do not provide emergency care – this requires a 999 call

Proactive appointments:

We are contracted to continually manage the health of patients with long term conditions and offset the need to use secondary care services. These conditions include:

- frailty – diabetes – cancer - atrial fibrillation - blood pressure - learning disability - asthma & COPD - mental health - chronic kidney disease – epilepsy - heart failure - etc

Many appointments each month are pre booked in advance to manage long term conditions, reducing the total amount of appointments available before people call in.

Our System

- Appointments are spread out between our 7 GPs, 3 Registrar GPs, & 5 nurses
- Appointments are available Mon – Fri 8am to 6.30pm
- We also provide additional appointments on Wednesdays until 8pm, and every Saturday as part of an extended access service that we participate in.
- NHS111 is available for out of hours care.
- Currently our clinicians are fully booked out with back to back appointments for every available clinical session.
- They take on ‘extra’ appointments after each clinical session to see as many patients as possible, but we have to be aware of safety concerns relating to over working.

Our Reception Team

- Our team is trained to ask key questions at the point of contact in order to direct the patient to the most appropriate clinician, or send them to another service as appropriate
- We receive hundreds of calls each day, and at peak times there are still call queues. This is something seen nationally and not specific to Eden
- We are still hoping to upgrade our telephony system to improve functionality and efficiency for incoming callers _

Signposting - Additional Clinical Services

- Eden belongs to South Uttlesford Primary Care network (PCN) – including Stansted, Elsenham, Angel Lane and John Tasker House practices.
- The PCN provides a range of additional clinical services are made available at Eden eg muscular skeletal specialists, dieticians, social prescribers, and physician associates.
- These services provide a ‘first point of contact’ service, sending patients with specific ailments to clinicians with specific skills without using valuable GP time
- Within our locality there are also minor illness, minor eye condition, and respiratory clinics available

Community Pharmacists

- The community pharmacy network is available to address patients with minor ailments and recommend treatment.
- If a pharmacist cannot help then the patient will be referred back to the GP, but there are wide range of ailments that a pharmacist can assist with.

Development

- We are continually looking at ways to improve the efficiency of appointment management at Eden with services such as online self-booking and e-consult under review.
- We welcome input from the PPG at any time with suggestions and observations, and together our aim is to make the service as efficient as possibly.