

Minutes of the PPG meeting held at Eden Surgery, Hatfield Heath on the 11th May 2023 at 6.30pm

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

Peter Eldon shared with the group the upcoming changes:-

We are making a series of key changes to improve the patient experience

A NEW AND IMPROVED TELEPHONE SYSTEM...

- *A new bespoke GP Practice telephony platform from 18th May.*
- *A host of user-friendly features to save time and call costs*
- *“Press 1” for a call back – no need to wait in a queue*
- *Appointment cancellation option*
- *Much improved calling-in experience*
- *All calls recorded*

BOOKING AN APPOINTMENT FROM 22ND MAY...

- *All same day urgent appointments will be bookable from 8.15am.*
- *No need to call back at 2pm.*
- *Routine appointments bookable from 10am.*

- **Telephone bookings only - *please don't come into the Surgeries to book***
- *More confidentiality, less crowding*
- **Reception will close between 12.30pm and 1.30pm each day**
- *Emergency calls to the practice only during this time*

OUR APPOINTMENTS HAVE CHANGED...

- *Longer 15-minute GP appointments for all patients*
- *More time with your GP*
- *Consultations not restricted to just one health issue*
- *Choose face-to-face or telephone, as appropriate*

The PPG were in support of the upcoming changes.

Peter to design a flyer to circulate to the PPG to circulate, as a matter of urgency, to all village facebook pages, village magazines, groups that meet, notice boards, etc.

There was some discussion around Eden Surgery and the PPG group attending village events. More discussion is needed.

Agreed that the next meeting would be at the Eden Surgery, Hatfield Heath on the 22nd June 6.30pm and the topic to discuss would be communication as the group felt there was more to discuss on this topic .