

## **Minutes of the PPG meeting held on the 23<sup>rd</sup> November 2023 at Eden Surgery, Hatfield Heath.**

### **9 PPG, 1 Eden Surgery Staff and 1 guest from a Stortford PPG**

Peter Eldon the practice Manager updated the group on

- Appointment figures and confirmed they were similar to last years.
- focus is on **Covid and Flu** and **Shingles** Vacs
- Christmas and early January appointment offering to accommodate the overwhelming demand for this time of year.
- Dispensary not issuing double medication and not necessary due to usual working and 72 hour turnaround time.
- New, highly qualified prescribing nurse with lots of experience, working Thursday & Friday which representing a significant upgrade in clinical skill – working out very well.
- During November- ran 2 evening menopause with high register but disappointing turnout.
- **Overall focus for the next 6 weeks** managing the seasonal spike in demand.
- Three members of the PPG attended the staff meeting, middle of November, which was highly appreciated – and really helped to break down any barriers.
- thanked the PPG and expressed his feeling of it being a beneficial valuable relationship bringing change.

**The PPG Chair** did a review of how much has been achieve in this one year with the PPG and practice working together: Dispensary, Telephone, Appointments and starting to work with the wider staff group.

**The visiting Chair** from the Stortford practice congratulated the already great relationship working together very well and showing achievement.

**The PPG** agreed that it had been a productive year bringing great positive change.

**Next meeting** – date to be determined.