

## Minutes of the PPG: 21<sup>st</sup> September 2023 at Hatfield Heath Surgery

**11 PPG members and 1 HH Surgery staff**

**Kate Babb, reception Manager left end of Jun leaving the best reception team and handing the leadership to 3 key staff with brief to keeping up the good work and evolution. All seems well.**

**Nurse Sam leaves to returning to district nursing and the surgery are on the verge of appointing a replacement**

**Dr Aziz has formally taken over from Dr Lauble as Senior Partner.**

**Dr Chadwick has returned from maternity leave.**

**Flu and Covid clinic are under way, thanks to the volunteered helping on the days. Expect to deliver circa 1000 Covid and 2000 Flu jabs in the coming weeks. In Aug 4030 appointments were delivered compared to 3439 in August 22. This is with the new longer appointment time of 15 mins opposed to 12 mins. 1920 GP vs 1498 GP appointments and in July 3802 vs 3356 . Early conclusion is that the changes made has not had a negative effect on appt availability, but has improving the quality of the consultation and also giving the GPs time to breath**

**Planning for another set of Menopause clinics in November.**

**GPIP (GP Improvement Program) is a national NHS initiative using consultants to facilitate efficiency improvements. The practice has achieved a lot, themselves, in the past 18 months therefore on the intermediate scheme for Practices. Classed as managing well but who want to improve further. One ambition is to make the website more interactive and offer more online service options.**

**Online new patient registration is available - this saves hour of data entry and related admin time and gets the patient register inside 2 working days. Paper registration is still available for those who are unable to register online.**

**The toilet door at the front door is due to be functional within days. The carpet in the main entrance is being replaced and there will be a new floor covering in the public areas.**

**Next PPG meeting to be held at the HH Surgery 6.30pm on 23<sup>rd</sup> November 2023**

