

Minutes of the PPG meeting held at Eden Surgery, Hatfield Heath on the 16th March 2023 at 6.30pm

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

Lucy Lewis gave an update on proposed change to the appointment scheduling. The surgery have taken advice from the BMA & LMC and the guideline is that a clinician shouldn't have more than 25 contacts per day and provide 72 apptmts per 1000 patient per day (Eden Surgeries run at 90 apptmts per 1000 per day).

The appointments will be split evenly between the morning and afternoon session and they will be 15 minutes each.

Evidence suggests that 15 minutes appointments makes the patient feel less pressured and enables a more thorough clinician assessment which in turn results in less frequent visits to the surgery.

First 4 appointments every morning will be telephone and then patients will be given the choice of F2F or telephone appointment.

Around bank holidays and other key pressure times, all appointments will be same day only, no pre booked appointments, to meet the spike in demand. This has already been tried and worked extremely well.

GP's will have 1hr and 10 minutes dedicated admin session at the end of both the morning and afternoon appointments. This will enable them to do all referral letters, analyse test result and other admin tasks.

The PPG discussed the information and were unanimous in their support of implementation.

Agreed that the next meeting would be at the Eden Surgery, Hatfield Heath on the 11th May at 6.30pm and the topic to discuss would be communication.