

NOTES & ACTIONS: Preston Park Surgery PPG Meeting 12-10-2023

A hybrid meeting held at 6pm In the Surgery Meeting Room and on Microsoft Teams

Attended: Janak Chauhan (Practice Manager), Mark Richardson, Sue Barton, David Bowden, Barbara Lowman, Ray Robinson

Apologises: Andy Cheng, Barry & Vivien Eliades

1. Actions from meeting on 11/7/2023

Booking Surgery Appointments On-line?

Janak reported that the GPs are reluctant to enable on-line appointment booking as they feel a triage is necessary to ensure GP appointments are not filled by patients who don't really need to see a GP. However, this will be reviewed again after Christmas, after new staff (see below) have settled in.

Janak agreed to try to persuade the GPs to allow a trial. It was suggested that the online booking system should display a notice emphasising that patients should only book appointments with GPs for specific needs (*listing examples?*) and that the surgery should be telephoned for other needs which could be handled by other clinical staff (e.g. nurse practitioner, paramedic, phlebotomist, pharmacist, etc.). **ACTION Janak**

N.B. Patients can apply online for appointments via e-Consult, which will be triaged. All GPs have 2 e-Consult appointment slots per day which the e-Consult triage person can book.

Surgery Plan for next 2 years

Janak agreed to enable the plan to be distributed to patients via the PPG website which would enable patients to comment online. The plan would also be discussed at the next meeting. **ACTION Mark**

New Surgery website

There will be an initial meeting with the website developers on 13 November (time to be confirmed) to which we are invited. **ACTION Mark:** email everyone when time known.

2. Practice news (Janak Chauhan)

New staff appointments:

2 GPs (one doing 6 sessions/week, one doing 4 sessions/week) [Session= morning or afternoon]..

Practice nurse and Phlebotomist.

Now have an extra 10 GP sessions per week (i.e. additional 180 appointments per week). However the surgery has also recruited 250 more patients

ACTION Janak: Check if Warfarin service/INR checking could be made available in the surgery

The latest **GP Patient Survey** has been published. Overall PPark did better than both the National and Sussex averages. **ACTION Mark:** Circulate to all PPG website members

All present congratulated Janak on his good work and thanked him for his support for the PPG and also commended the surgery for the well organised walk-in flu clinics.