

Minutes of the PPG meeting held on the 23rd 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.