

**Minutes of Patient Participation Group Meeting  
held on Monday 19<sup>th</sup> June 2023 – 6.30pm at Clanfield Surgery**

**Attendees:** JV – PPG  
AA – PPG  
RH – PPG  
RT – PPG  
VT – PPG  
AR – PPG  
TC – PPG  
IH – PPG

Claire Jelley – Practice Manager  
Dee Lloyd Payne – Deputy Practice Manager

## **1. Introductions**

Dee started the meeting by welcoming everyone and thanking them for attending. She went on to introduce Claire Jelley as the new Practice Manager and advised that Julie Craig had moved into the role of Finance Manager for the Practice

## **2. Practice News**

### **Introduction of New Appointment System**

Claire led the meeting and explained changes to the Practice appointment system would be necessary due to contract changes. She advised that although contract imposition wasn't necessarily good news it did give us an opportunity to proactively manage our practice's workload and demand.

This is not necessarily what we would want for our patients, but if we continue to deliver more without additional funding we will lose more GPs, practice nurses, staff and ultimately surgeries. BMA guidance on safe working in General Practice will be introduced as follows:

- 15 minute appointments.
- Total number of appts per GP per day to be limited to a safe maximum (varying suggestions 25-30)
- Move away from unlimited uncapped duty systems. Duty Doctor “still to conduct the orchestra” but own appts to be limited in number and to same day urgent needs only.

From the 15<sup>th</sup> May the contract states that we MUST provide patients with an appropriate response when they contact the practice. Appropriate response includes:

- Offering the patient an appointment, either F2F, by phone or on-line at a time that is appropriate and reasonable having regard to all the circumstances
- Send patients “advice or care” (i.e. self-care information – electronic leaflets or links to NHS online resources.
- Self-referral to appropriate services – MSK (potential PCN service coming soon), local pharmacies, UTC, MIU, extended access hubs, ED, NHS UK.
- Response must be provided on the same day – can no longer ask a patient to call back at 8am and 1.30.

We have always accepted secondary care requests as we felt our patients were caught in the middle, but this is leaving us no option but to push back on inappropriate requests such as:

- Secondary care work transfer – Asking GP to do rather than do themselves, Inappropriate prescribing requests, referrals etc
- Requests to follow up investigations performed in other settings
- Requests for post-operative checks
- Letter to hospital provider regarding discharge of patients after missed appointment
- Requests for work absence sick notes for less than seven days. Letter to hospital provider regarding follow up of diagnostic test results following a patient's discharge from hospital

We will be introducing these changes with effect from 26th June 2023. Information regarding these changes and how to book an appointment via e-Consult will be shared on our website and social media. A message will also be on our phone system so that when patients ring for an appointment they will be advised to complete an e-consult form. Initially we will be putting additional staff on reception to help deal with queries and to support patients with completing their forms.

Dee asked that our PPG members endeavour to support the surgery throughout these changes and to ensure that if anyone raises concerns you provide positive support and explain the reasons why we have had to make these

changes. We can then have a follow-up meeting to discuss feedback and whether any further changes need to be made. Prior to this if you have any concerns you wish to discuss please contact Claire or Dee.

### **3. Any Other Business**

- Recruitment of new PPG members. We discussed the need to see how other PPGs work with and support their surgeries and how they go about recruiting new members. Dee will look at whether we could attend one of Rowlands Castle surgery's meetings. JV indicated he would be happy to attend if we are able to organise.

If anyone is interested in taking on the role of Chairperson or Secretary could they please let Dee know.

### **4. Next Meeting**

The next meeting will be held in September – date to be confirmed.