

## **Minutes of Patient Participation Group Meeting**

**Held at Caterham Valley Medical Practice**

**On Monday 9<sup>th</sup> April 2018**

Present:       Dr J M Lewis           - Senior Partner  
                  Dr P G Hamilton       - Partner  
                  Dr K Teasdale         - Partner  
                  Katie Taylor           - Practice Manager  
                  Denise Hill            - Secretary

15 members of the PPG attended.

Katie Taylor welcomed everyone to the meeting and advised attendees that the practice will be introducing a new appointment system from the 14<sup>th</sup> May 2018 as the current system of the Open Surgery is unsustainable due to the increasing demand. Open Surgery was originally intended for urgent acute problems that required to be seen on the day. Over time the Open Surgery has been filled with patients either with minor ailments for which they did not need to be seen by a GP or by patients who could not obtain a booked appointment and has therefore involved more doctor resources with clinics running for up to 4 hours with between 40 and 50 patients being seen each day with patients sitting in the waiting room for up to 2 hours in some instances.

Current British Medical Association recommend GPs see up to 30 patients in a day with appointments of 10 minute duration. The practice has 4 GP Partners, 2 GP Registrars, 1 Assistant GP and employ Locums when necessary. It was pointed out that of course some appointments may be less than 10 minutes but equally appointments could range from 20 minutes to sometimes 50 minutes.

Katie advised that a survey was conducted to understand how patients were using the Open Surgery and a cross section of 130 patients completed this. 55% of patients came in for acute urgent conditions such as chest infections, UTIs and falls which needed to be seen on the day. The remainder came because they were not able to get an appointment. The survey also asked patients whether it was necessary for them to be seen on the day, whether the problem could have waited for a couple of days or more or whether a telephone consultation would have sufficed.

KT/ JP IT Administrator have visited a number of other local surgeries to evaluate their appointment systems in order to decide on what the practice feels would be the best solution for our patients and for the GPs to provide the best service. It has therefore been decided to discard Open Surgery and replace this with bookable appointments on the day.

It is intended that 20% of these appointments will be available to book online and will open up at 6am in the morning. There will be no change regarding patients either coming in to the surgery or calling the surgery to make an appointment. It is envisaged that with the GPs being able to have booked surgeries that more patients will be seen.

According to NHS England statistics a total of 60% of the population are “on-line” and it is aimed to get up to 90% in the near future. The surgery are hoping with the recruitment of Health Champions that we will be able to encourage and help patients to use the on-line services such as access to medical reports which includes details of medications, list of medical problems and test results. However,