

PPG Meeting minutes, Monday Feb. 24 – 2025, 5.00 – 6.45

Present: Dr Watt, Graham Kalco, Keith Hudson. Steven Arnold-Cowell, John Jones, Mike Garlick

Apologies: Sheila Barr

1. Extended hours changes - we keep Monday evenings/Friday mornings - as extended hours. Much more online access is needed - with more remote clinics - on the basis of a triage system performed by a senior clinician. Certain conditions like lumps/bellies - need always to be seen face to face. We are also considering a total triage system - where every body fills out a form, either online or in the surgery with help from reception if needed There is a privacy issue sometimes involved in giving your personal information - in a public space. Density distribution of incoming calls is about the same as national statistics: 25 percent on Monday and about 18 percent on all other days.

2. We still have a room problem - and capacity issues can only be sorted in a minimal way. We think a 25 percent online take up is what we can expect. We note that some systems which are AI driven are not good at all.

3. The new GP contract is coming out soon - and will tell us what can attract funding.

4. A subsidy is now offered for taking on new GP's. Several thousand GP's are now unemployed as funding by the government is not sufficient.

5. We need to become much more efficient – (f.i.: there is no way one does two blood tests – and to come back for a second appointment).

6. The specialist session for complex wounds and insulin initiation are very important as they can save a lot of time for the surgeries (about 9 -10 hours a week for complex wounds).