

Appointment update for patients and staff



A month in numbers

February 2024 The Hill surgery provided:

- **15,429** appointments for the month of **February 24**
- 10000 of these appointments were delivered on the same day
 - 2401 appointments were with a GP.

We have a practice population of **20,973** patients

Performance comparison with other similar practices in Hastings:

GP surgery	Appointments in Feb24, per 1,000 patients	Patient list total
Hill surgery	735	20,973
Practice A	441	See GPAD for more details
Practice B	514	See GPAD for more details
Practice C	561	See GPAD for more details

[GPAD Annex1 Practice Level Breakdown Summary February 2024.xlsx \(live.com\)](#)

Safe working in General practice

You may have received a message saying 'we have reached our safe working capacity today' this is because there are limits to the number of patients that healthcare workers can safely see in a day. The British medical Association (BMA) have recommend that this is not more than 25 patient contacts per day.

According to the BMA

'General practice is in crisis. **GPs are faced with unmanageable workloads coupled with a rapidly shrinking and exhausted workforce.** The Covid-19 pandemic has generated a vast backlog of care.'

General practice is providing more appointments than ever with less staff to do this.

The BMA have advised that we move to a 'waiting list' system for appointments as **demand currently greatly outstrips capacity.**

There has been pressure on GP practices to provide near immediate assessment and management of all patient problems regardless of actual clinical urgency. This is impossible to maintain and not required by the General Medical Services contract.

We would like to reassure you that we do look at clinical need on the day in order to prioritise the care that we give and offer appointments accordingly. We understand that it is frustrating if you are unable to get an appointment that you have requested however, this problem is a nationwide problem.

If you would like to support your practice by join the patient participation group please follow the link. Please note although the Hill Surgery Action attend PPG meetings this group is not our official patient participation group.

[About our PPG – The Hill Surgery \(beaconsfieldroadsurgery.co.uk\)](http://beaconsfieldroadsurgery.co.uk)

You can also support us by supporting the 'Fit for the future' Royal college of GP campaign. Find more information bellow.

[Future of general practice \(rcgp.org.uk\)](http://rcgp.org.uk)

