**Key Themes from ‘Question and Answer’ Session at the Patients’ Meeting on 2nd April**

1. What is IC24 and what is its role in relation to the surgery?

IC24 are a leading Social Enterprise whose sole focus is on patient care, not profit. Following the retirement of the partners, Dr Simmons and Dr Dodge, Herstmonceux Surgery became part of the IC24 group. For further information please see the [powerpoint presentation](https://hmxihc.co.uk/patient-participation-group-ppg/) on our PPG Annual Meeting page.

1. Within the national and local context, how are recruitment and retention problems being managed at the surgery?

Following the retirement of Dr Sikorski, we are currently advertising for a salaried GP.

1. How can patients best get an appointment at the time they need it?

We have many options to book appointments - in person, telephone, NHS app, AccurX online consultations. We offer prebook and also urgent on the day appointments. Further communication to follow shortly.

1. What efforts are being made to provide a female GP for women patients who would prefer to see a woman?

As mentioned in point 2, we are currently recruiting. However, we are unable specify within the advert for a female GP.

In addition, we do have onsite clinics with Dr Galloway (f) and Dr Anstead (f) once a month.

1. Who do HIHC patients name now as their GP when hospitals and clinics ask for a name? Dr Galloway.
2. Given the significant amount of house-building in the area, how is the surgery going to cope with increased demand`

We are in a position to accept increased demand.

From June we will be offering Digital First during our core hours 08:00 – 18:30.

**Key benefits for patients:**

* Quick and responsive to meet their needs
* Same day care
* Flexible appointments
* Improved continuity
* Opportunity to tackle issues that are difficult to vocalise- embarrassing problems, mens health etc
* Allows info sharing before any appointment- both ways
	+ Streamlines their care