

## Selsey Patient Group Meeting

Monday 23 August 2021 @ 11am via MSTeams

### MINUTES

**Attendees** – Nicola Collins (SMP), Sarah Rose (SMP), Bob Arnold, Lilian Livingstone, Dexter Williams, Liz Farrell, Mike Nicholls, David Boyt, Trevor Pomeroy

#### 1. Apologies

Barbara Shepherd, Rosemary Cook, Jay Dinnick, Nathan Rose, Gwyn Cope

#### 2. Minutes of meeting 28 June 2021 - *already circulated*

Minutes of the last meeting have been circulated to the members, agreed by the committee and will be added to the website.

Trevor Pomeroy joined the meeting today with a view to joining the patient group. He has already been active - helping out with a few shifts during the Patient Survey. He comes to us from a similar patient group at Nork Clinic in Banstead, Surrey which he joined in order to support the fight against impending closure of two major local hospitals.

#### 3. Agreed Actions (Action Log)

Social Prescriber – it was agreed to defer consideration of possible duplication of services for a year or so and consider matters at that point if necessary

Action Log updated

#### 4. 2021 Annual Survey – *Bob*

In general the results are better than SMP expected given the changes and challenges of the last 18 months.

There were a lot more comments than there have been in previous surveys and SMP Partners have reviewed these.

Recurring themes around the attitude of some of the reception team (as well as anecdotal feedback from the patient group from their time spent in the surgery). SMP are looking to address this with internal training for the teams.

Feedback from group members:

The message on the phone could be shortened, this has already been done. Patient group were asked to listen to the phone message if they can and feedback thoughts.

Message can be confusing - at certain times the message states there are no more appointments on that day (this is meant for the day) some patients may think that this means that they cannot book an appointment at all. SMP will review the message.

Patients can find it difficult to share their medical conditions with receptionists, especially with staff that they know.

Sarah / Nicola to draft a report for the patient group to review with thoughts on the survey and proposed actions. To be sent to Bob initially and then to the group for agreement.

## **5. Flu Vaccination Programme - Nicola/Sarah**

There has been no further update on what is going to be happening with regards to CV-19 boosters. GP practices have been advised to organise their flu vaccinations as usual. 3250 vaccines for the over 65's will be delivered w/c 6<sup>th</sup> Sept along with 250 doses of vaccine for the under 65's (SMP has no control over vaccine delivery dates). SMP are hoping to get most of the over 65 cohort vaccinated before the end of September. Clinics have been organised for 14<sup>th</sup>, 15<sup>th</sup>, 18<sup>th</sup> and 25<sup>th</sup> September, patients are receiving invitation text messages to book.

Patient group have been approached to volunteer with marshalling at the clinics, help is needed particularly on the Saturdays when there will be 6 / 7 clinics happening at once and patients will have to queue through the car parks. If anyone can help email [nikki.jones@nhs.net](mailto:nikki.jones@nhs.net).

## **6. Other Practice Updates & Developments – Nicola/Sarah**

SMP are still trying to recruit a GP and have approached several recruitment agencies. In order to increase appointment capacity in the short term SMP have been reviewing remote access GP's. The PG were asked have a look at "Tonsmore medical" (Nicola will forward a link) and feedback their views on the platform from a patients perspective.

New GP – Dr Sara Coe joined the practice at the beginning of August, she is working 1 day a week on a Thursday.

SMP are still actively trying to recruit to several other positions including a qualified nurse (replacement role) and additional admin support to help with the additional workload.

Numbers of GP's per patient – "on paper" SMP have enough GP's per patient, however due to the complexity of the patients, the demand and the resulting workload, recruitment is taking place to increase staffing.

SMP are reinstating work on DNA's (including the reminder / warning letters to patients) now that we are seeing more patients face to face. There is also potential to work on frequent attenders (335 patients have had more than 25 appointments in the past year).

## **7. Evening Presentations – Bob**

The PG / SMP trialled an on-line event Wed 11 August 7pm - Back Pain Management with Dr. Michael Husband, Consultant at St. Richards

The event was well-publicised with info on the SMP website and the PG Facebook page, posters at 7 sites around the village, flyers, mailings to around 100 individuals, publicity on social media via a number of outlets, and a half page advert in Selsey Life.

The attendance was a little disappointing, all agreed not to undertake any further on-line sessions until they can be done in person again.

## **8. Feedback from external meetings – Bob**

Since the last meeting Barbara has attended both the AGM and a regular meeting of the

West Sussex PPG. Key issues from these meetings are:

- On-going concerns about proposed data sharing with third parties
- General level of complaints across Practices about the perceived difficulty in getting face-to-face appointments
- An on-going debate about the usefulness of e-Consult. Seemingly, some ChAMP practices have abandoned it or have reduced the access hours. Selsey PG has expressed the view that e-Consult remains valuable as one of a number of means of accessing medical care
- Concerns across the area about the capacity of Practices to deal with the planned increase in housing
- The Patient Representative Board of ChAMP, of which Selsey is a contributing member, has written to Adam Doyle, CEO of the Integrated Care System formed from the 3 Sussex CCG's, and MP Gillian Keegan, with concerns about 3 issues proposed in the Health & Social Care White Paper, namely the size of the proposed Sussex Integrated Care System, the assessment of patients for discharge from hospital, and the inadequacy of current proposals relating to GP representation on the ICS.

#### **9. Open Day – Bob**

Being planned for next summer at the practice. Events to include - introduction to what goes on in the practice, charity stalls, basic health checks, local charities in attendance.

Working group to be set up and will be on the agenda for next meeting with more information / ideas for how to move forward.

#### **10. Any Other Business**

No other business

#### **11. Date of Next Meeting**

Monday 25<sup>th</sup> October 2021 - Town Hall 11a.m.