

Selsey Medical Practice PG Meeting

Monday 25th October 2021 @ 11 am in the Town Hall

MINUTES

Attendees –Bob Arnold, Lillian Livingstone, Barbara Shepherd, Nicola Collins (SMP), Liz Farrell, Dexter Williams, Gwyn Cope, Jay Dinnick

1) Apologies

David Boyt, Mike Nicholls, Nathan Rose, Sarah Rose (SMP)

2) Minutes of the Meeting held on 23rd August 2021

- a. Minutes agreed
- b. Matters Arising – Social Prescriber – meeting with Care Shop; they are dealing with this.

3) Update on agreed actions

- a. PG – not yet advertised on screens – to be discussed
- b. Medication – discussion on hold as shortage of Pharmacists
- c. Social Media - closed
- d. Open Day – on agenda
- e. Survey – on agenda
- f. Answerphone message – confusing message resolved
- g. Phone message – shortened - resolved

4) Patient Survey

IPSOS MORI results comparison – survey not done face to face and probably age related.

Issues to be resolved by SMP:

- (i) Phone calls – only 75% answered. Patients complaints re length of time on the phone – longest time in queue 20 minutes. To investigate why patients cannot get through on the phone lines. Not many patients use call back – entire call back process to go in Newsletter.
- (ii) Test results phone not being answered – to be investigated – phones never not answered. Afternoon calls tend to be queries which take longer therefore phone queues could be longer.
- (iii) PG to test phone system –messages need to be short & understandable.
- (iv) To change view that there were no face to face consultations – to go in Newsletter
- (v) Pandemic required surgery to protect vulnerable patients and staff from COVID – patients now triaged.
- (vi) During height of pandemic official complaints decreased.

5) Practice Updates

- i) Flu clinics – deliveries problematic. 6 clinics booked
- ii) New GP starting 2 days per week from November. Another GP commencing in June 2022. Still using locums. Attempting to recruit Practice Nurse – one nurse retired in June but still does COPD clinic. Recruiting for more admin staff.
- iii) Remote appointments provide GPs for telephone video and e-consult - to be used in November.
- iv) Collaborative/Productive Practice to facilitate process – SMP signed up to that – will improve patient experience.
- v) GPs working flat out – morale very low. Walk-in centres – commissioned to provide service but some being treated very badly.

- vi) Of 12,000 patients only 3000 had not attended for a period of time. Looking at reasons for those having more than 25 appointments per annum.

6) Open Day

Brain storming meeting held – pulling together many ideas. Date for Open Day to be determined - a Saturday either in June or July 2022 – timed between 11 am and 4 pm.

6) External Meetings

- i) ChAMP – 28.9.21

Impact & infrastructure fund – working on enhanced care in care homes.

Working on COVID boosters – Sidlesham Football Club from 5.10.21. Alternative Northgate Car Park. Will be Pfizer vaccine. Very time consuming for housebound as need to wait 15 minutes after vaccine. If contracted COVID cannot have vaccine for 28 days after symptoms resolved. Israeli data shows over 90% immunity after 3rd dose.

Difficulty recruiting Physiotherapists, Pharmacists and Technicians highlighted.

Questioned need to identify young carers – especially post pandemic.

ChAMP to fight for importance of Primary Care.

- ii) Non Emergency Patient Transport System – 13.10.21 – looking at present contracts, hospitals, patients, volunteers, access. Review being undertaken to include eligibility criteria, signposting to other providers and potential reimbursing low incomes who use other means of accessing healthcare.

- iii) W.Sx PPG Network – 21.10.21

Impact of new housing developments on Primary Care questioned. . CCG agreed to look more closely at accumulative small housing developments. Need to look at provisions for new surgeries in large housing developments – to ascertain what assets arranged and whether done.

Questioned number of advanced practitioners in training – questioned how practices can take more patients when there is severe shortage of GPs and professionals

Transition to Integrated Care System on 1.4.22 from CCG. Will be statutory Integrated Care Board & IC Partnership, reps from local authorities, Healthwatch etc. & Primary Care networks. Expectation of involvement from all communities. Sx. Population Involvement Panel to be established – W & E Sx + Brighton & Hove – hoping PPGs will be involved.

Need to address social care.

Community Pharmacists –new pathway to access health care & services.

Winter Access Fund for surgeries to support face to face services.

Publicity discussed – regular radio articles re health

Ear wax removal – at present each practice makes decision – looking to harmonise at more strategic level. (SMP carries out this service for patients.)

8. Any Other Business

Approved minutes to be sent to general PG members.

9. Date of Next Meeting

Monday 10th January 2022 at 4.30 pm @ SMP Library

Thereafter: Monday 14th March 2022 at 4.30 pm @ SMP Library

Monday 23rd May 2022 at 4.30 pm @ SMP Library

Meeting closed at 12.45 pm