

Selsey Medical Practice PG Meeting

Monday 10th January 2022 @ 4.30pm in SMP Library

MINUTES

Attendees –Bob Arnold, Lillian Livingstone, Barbara Shepherd, Nicola Collins (SMP), Dexter Williams, Gwyn Cope, Jay Dinnick, Nathan Rose, Trevor Pomeroy, Sarah Rose (SMP)

1) Apologies

David Boyt, Mike Nicholls, Liz Farrell

2) Minutes of the Meeting held on 25th October 2021

- a. Minutes agreed
- b. Matters Arising – none

3) Update on agreed actions

- a. PG – ongoing – looking at screen, print and content options
- b. Medication – escalated to NHS England as serious safety issues; pharmacist recruitment difficulties acknowledged
- c. Open Day – on agenda
- d. Phone Call Back – process in Newsletter
- e. Test Results -investigated and reported in phone audit
- f. Phone System - on agenda
- g. Survey – on agenda
- h. Face to Face Consultations – never ceased - to go in Newsletter
- i. Young Carers - ongoing

4) Practice Updates

- i) Covid isolating resulted in general staff shortage. 2 new receptionists starting to replace those who have left. Still 1 practice nurse short. New GP Dr Nicholls working Monday and Tuesday, plus GP on maternity leave back in June/July. Locums being used for phone consultations.
- ii) Covid booster obligation completed for now. 100 Covid housebound booster immunisations completed.
- iii) Flu vaccinations nearly completed. Saturday clinics very effective enabling good uptake – 84% for over 65s.
- iv) Reduced staff abuse now.

5) Mystery Shopping Exercise

Report sent to Practice Manager to action any anomalies with phone software company. Result report attached. To consider repeating the exercise next year.

6) Open Day

In light of the continuing pandemic, it was decided to defer the Open Day to 2023.

7) Feedback from External Meetings

- i) 21.10.21 – W.Sx PPG Network – Numerous housing developments in W.Sx discussed and subsequent increase in patient numbers. Staff shortages highlighted.
- ii) 16.11.21 – W.Sx PPG Workshop – redesign work focusing on MSK, ENT, Dermatology and Ophthalmology: supporting patients waiting for appointments, increase use of remote consultations, tests at point of referral, improvement in communication.

8) Evening Seminars

Book for May – limited numbers in Town Hall. Topics – cardiology/stroke/blood pressure.

9) Annual Survey

Last year's survey questions to be circulated to PG to consider question amendments.

10) Increasing Membership/e-newsletter Uptake

200 signed up to electronic newsletter. On Facebook 400-500 followers. To aim to attract new members for PG face to face.

11) Any Other Business

- i) Medication delays at surgery discussed. Complex or monitoring issues left for adequately skilled staff. Explanation to go in Newsletter.
- ii) Hard copy numbers reduced for last Newsletter due to Covid restrictions on outlets. Distributed to Care Shop and Friends plus on Facebook.
- iii) AGM due - to be via Zoom on Tuesday 15th February 2022 at 7pm – to advertise date in Selsey Life together with resume of PG role.

12) Date of Next Meeting

Monday 14th March 2022 at 4.30pm at SMP

Meeting closed at 6pm