

Selsey Medical Practice PG Meeting

Monday 14th March 2022 @ 4.30pm in SMP Library

MINUTES

Attendees – Liz Farrell, Gwyn Cope, Dexter Williams, Lilian Livingstone, Barbara Shepherd, Nathan Rose, Nicola Collins (SMP)

1) Apologies

Mike Nicholls, Bob Arnold, Trevor Pomeroy, David Boyt (retired)

2) Minutes of the Meeting held on 10th January 2022

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

3) Update on agreed actions

- a. PG – ongoing – looking at screen, print and content options
- b. Medication Problems – in abeyance until staffing issues resolved
- c. Phone System/Mystery Shopper exercise – not to repeat unless high volume of complaints
- d. Survey – on agenda
- e. Young Carers – not yet identified - ongoing
- f. Open Day – in abeyance
- g. Evening Seminar – not yet arranged
- h. Selsey Life – article outlining PG not yet submitted
- i. Medication Delays – to go in next Newsletter

4) Review of 2021 Survey

Committee considered 2021 survey form did not require amending, but requested explaining the role of the Social Prescriber – to go in next Newsletter.

5) Practice Updates

- i) New Pharmacy Technician starting 14.3.22. Recruiting for Practice Nurse.
- ii) SMP very busy with very high staff absences (mostly Covid). Large numbers of patients ringing surgery every day, with many using the call back function. Patient abuse towards staff increasing. Message regarding staff shortages to go on phone system. Seal Bay (formerly Bunn Leisure) to signpost holidaymakers to 111 instead of SMP.
- iii) Yearly medication reviews – patients now to take their own height, weight and blood pressure in surgery and hand results to reception. Any medication changes would then be implemented.
- iv) Repeat prescriptions will not be done by Boots from 1.4.22. Patients must order their own medication and allow 10 days. To go in Newsletter, SMP screens and Facebook page.
- v) E-consult no longer available at weekends.
- vi) Care Shop running workshops to assist patient with digital access.

6) Evening Seminars

Not yet booked.

7) Increasing Non-Committee Patient Group Membership

Committee considered promoting PG on TV screens with forms available at reception, form to go in Newsletter with brief details of PG and on Facebook. Asking patients face to face in surgery not considered appropriate.

8) Report from External Meetings

20.1.22 – W.Sx PPGs – new housing discussed; overview on planned care work; nationally mandated Community Pharmacy consultation with view to consultations re minor illnesses; inequalities in capacity to access digital technology; widening and sustaining PPG involvement.

9) Any Other Business

- i) Thanks expressed to David Boyt for his contribution to the Patient Group.
- ii) Thanks expressed to Nathan Rose for setting up and maintaining Facebook page and entering relevant items on Selsey News and Gossip. Now has ability to log in to relevant highlighted topics for dissemination.

10) Date of Next Meeting

Monday 23rd May 2022 at 4.30pm at SMP

Meeting closed at 5.40pm