

Selsey Medical Practice PG Meeting

Monday 22nd August 2022 @ 4.30pm in SMP Library

MINUTES

Attendees – Bob Arnold, Shelley Gorys, Mike Nicholls, Barbara Shepherd, Nicola Collins (SMP), Patrick Rowe, Jackie Mitchell, Lilian Livingstone, Jess Stevens (SMP), Liz Farrell, Dr Rachel Jameson (SMP)

1) New Members to the PG

New members welcomed and introduced to PG

2) Apologies

Trevor Pomeroy, Gwyn Cope. Post meeting apology – Nathan Rose

3) Minutes of the Meeting held on 23rd May 2022

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

4) Update on agreed actions

- a. PG – Survey information on screens
- b. Evening Seminar – on agenda
- c. Medication Delays – ongoing – to go in Autumn Newsletter

5) NHS Re-organisation

IPC set up 10 years ago to protect General Practice from privatisation – all are shareholders. IPC ran Covid vaccinations not for profit.

CCG replaced by ICS for Sussex – using holistic approach to health. Run by ICB, consisting of varied specialities.

ChAMP comprises Chichester and Manhood practices = 90,000 patients. Is one of the Sussex PCNs.

PRB – Bob Arnold and Barbara Shepherd represent SMP PG

List of acronyms and structure to be circulated.

6) Practice Updates

- i) Phone lines very busy plus annual leave and Covid causing staff shortages plus holidaymakers accessing medical care worse than expected. Biggest reception staff turnover for 10 years – all positions recruited. Dr Harriet Goodhead commenced – working Wednesday, Thursday, Friday. Dr Luke Randall just finishing training – starting in September. Dr Sewry has left. Require another GP. Lorna Wigmore (Practice Nurse) starting. Jess Stevens (Operations Manager) commenced. List of SMP doctors and work patterns to go on website. All staff roles in last Newsletter to go on surgery screens.
- ii) PCN building e-hub = bank system of trained receptionists.
- iii) Receptionists now using signpost tool to triage appointment calls – good feedback from staff. Need to educate patients on new ways of working within the practice discussed.
- iv) Newsletter to be placed in more obvious place in surgery. Agreed to identify one subject per month for inclusion in Selsey Life, Care Shop Newsletter and Selsey Grapevine and surgery screens. Only 1% patients with e-mail addresses agreed to receive newsletter electronically; 800 use PG Facebook. Information dissemination to be monitored.
- v) New post deals with staff wellbeing.

7) Annual Survey Outcome

Perception of surgery and reception improved. To capture personal comments. Issues to focus on = telephone access and receiving appointments. Appointment system required amending – GPs assessing. Other roles within surgery can help GPs fulfil appointments when appropriate. Surgery not booking appointments too far ahead as this produces more DNAs. Also not booking many pre-booked Monday appointments. Difficulty balancing patient access to doctors without overloading GPs. Now have 15 minute appointment slots instead of 10 minutes. Need to instruct patients when to call surgery plus on-line access. To assess numbers of frequent attenders. To encourage and thank patients for looking after their health. Questioned having two different polls to capture age reviews.

8) Medical Presentations (Seminars)

Nuffield reported doctors under pressure and catching up post Covid. Dr Gowan specialises in menopause – to approach her. Discussed having seminar focusing on carers – agreed not necessary as carers needs catered for in Selsey by Care Shop.

9) Assistance in Surgery

PG to be instructed how to use blood pressure machines and then to spend an hour encouraging patients to use them – surgery requires all patients to provide blood pressure result every 5 years. PG members to inform Bob of their availability.

SMP commencing flu vaccinations in August – not administering Covid vaccines simultaneously.

10) External Meetings

i) W.Sx CCG AGM 21.6.22

Last meeting before ICS commences. Achievements = Covid vaccination programme; introduction of elective surgery recovery fund post Covid; aiming for 2 week cancer referrals; addressing health inequalities; smoking cessation scheme now re-commenced. PPG questioned whether transition would be seamless; access to patient records; role of voluntary sector.

ii) NHS Sx 18.7.22 (replaced CCG)

Aims to create joined up service embracing health, social care, voluntary and community services. Benefits = better value for money; support for local services; care when needed. Need to concentrate on improving communication; shorter waiting times; improving health of the young; help people stay well and independent as long as possible; reducing health inequalities. PPG highlighted surgery telephone access; need to maintain manual access as well as digital technology; identifying best practices countywide ;isolation; inequalities.

iii) W.Sx PPG 28.7.22

Discussed impact on GP practices from housing developments; long covid issues – information to be circulated when prepared; making e-consult more friendly; difficulty transferring records between hospitals. PPG requested presentation from ICS at next meeting. Survey feedback to be shared.

11) Any Other Business

None

12) Date of Next Meeting

Monday 17th October 2022 at 4.30 pm at Selsey Medical Practice

Meeting closed at 6.07 pm