

Selsey Medical Practice PG Meeting

Monday 17th October 2022 @ 4.30pm in SMP Library

MINUTES

Attendees – Bob Arnold, Shelley Gorys, Mike Nicholls, Barbara Shepherd, Nathan Rose, Patrick Rowe, Lilian Livingstone

1) Apologies

Gwyn Cope, Nicola Collins, Jackie Mitchell, Jess Stevens

2) Minutes of the Meeting held on 22nd August 2022

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

3) Update on agreed actions

- a. Evening Seminar – on agenda
- b. Medication Delays – will be in next Newsletter
- c. Acronyms Explanation - circulated
- d. Structure – Explanatory NHS structure – ongoing
- e. List of Doctors – on website
- f. Staff Roles – on surgery screens
- g. Patient Information – ongoing
- h. Frequent Attenders – 93 patients more than 40 appts per annum = 4744 appts; 383 patients more than 25 appts per annum = 12263 appts. Most serious cases categorised & reasons being investigated
- i. Appointments – ongoing
- j. Patient Health – thanks for self care in Newsletter
- k. Expanding Information Access – Selsey Life publishing one health issue per month

4) Practice Updates and Developments

- i) Thanks expressed to PG for help at flu clinics and BP in the practice.
- ii) Dr Luke Randle commenced beginning of October and is leaving at end of month, leaving GP vacancy for 4 days per week. Using agencies to help recruitment.
- iii) Addressing appointment capacity - put on hold whilst struggling with GP recruitment. Would like to make more appointments available to book in advance.
- iv) Increased admin turnover continuing, although some new good staff recruited; takes at least 6 months to be fully trained.
- v) Flu clinics progressing well. Almost all 4000 ordered vaccines delivered. Being asked to order vaccines for next year now. Suggestion of separate flu clinic booking line to be implemented for next year, plus re-instating bookable appointments on line.
- vi) Agreed to work with small PG working group to investigate improving phone access to practice.

5) Annual Survey 2022 Outcomes

Two main issues showed dissatisfaction with the practice:

- a) Phone access to the practice. PG keen to work with SMP to help improve situation
- b) Obtaining appointments. PG would also like to set up working group encompassing SMP staff to look at how to free up appointments. Suggestion made to revert to the 'old' system making appointments 'in person' at 8.30 am. Point made that some were booking on line just after midnight. Questioned how many were sent to pharmacy and whether this had any impact.

6) PG Assistance in Surgery

- a) Trial helping patients learn how to use blood pressure machines successful. To continue and to set up regular rota. Need to have instructions informing patients need to have 3 readings and to hand results in to reception.
- b) Electronic newsletter – to discuss sending more to patients electronically
- c) Flu vaccination clinics – PG helping as marshals. Some patients waiting to be told to book therefore need to publicise need to do this themselves.

7) Medical Presentations (Seminars)

Menopause presentation given recently by Dr Gowan at Care Shop, therefore agreed to postpone this topic. Nuffield have no doctors available to give presentations at this time. To investigate alternative suitable topics/speakers.

8) External Meetings

ChAMP 30.9.22

- i) Flu vaccinations in progress, with those over 64 being administered later. Advertised 'walk-in' Covid vaccinations at Northgate not taking place – only appointments.
- ii) Planning for 2023 winter and getting more additional roles.
- iii) Community Transport Sussex due to launch Dial-a-Ride service in our area after successful trial in north of county. Idea to use travel buddies/befrienders to accompany vulnerable or nervous to appointments, etc. Referrals from Social Prescribers, etc. Aim to reduce DNAs and address social isolation. Volunteers required – PGs suggested. Liaising with Manhood Mobility/Selsey Community Bus/Care Shop.
- iv) Harmonising websites discussed – difficult as funded by individual surgeries. ICB asked which surgeries wanted new website – will be Tree View Designs who will develop new website which will be same for all. Point made not enough availability for all W.Sx practices. Comment made that difficult to find links on some websites, especially complaints.
- v) Terms of Reference discussed – some PGs more successful than others.
- vi) Discussed using NHS apps as they become more complicated and more data available re patients' own health. Thought inoperability would be helped by technology. Public Engagement Toolkit – ICB being approached re training.

9) Any Other Business

- a) Request made to have Practice updates prior to meeting.
- b) Suggestion to have separate phone line to book flu vaccine to be actioned next winter.
- c) Number of DNAs to go in Newsletter – 184 in September, but some were flu injections

10) Date of Next Meeting

Monday 5th December 2022 at 4.30 pm at Selsey Medical Practice

Meeting closed at 6.00 pm