

Selsey Medical Practice PG Meeting

Monday 4th September 2023 @ 4.30pm in the Library at Selsey Medical Practice

MINUTES

Attendees – Patrick Rowe, Barbara Shepherd, Mike Nicholls, Sue Watson, Alison Archer, Noel Long, Carol Purnell, Nathan Rose, Shelley Gorys, Jess Stevens (SMP), Nicola Collins (SMP), Dr Rachel Jameson (SMP).

1) Apologies

Lilian Livingstone, Gwyn Cope.

2) a) Minutes of the Meeting held on 3rd July 2023

Minutes agreed.

b) Matters Arising

Update on Gillian Keegan's visit to SMP – MP invited to practice in response to complaint: also enabled chance to present practice's challenges.

3) Update on Agreed Actions

- a. Appointment referrals to pharmacy – 10 so far & to be rolled out to patient services team - ongoing
- b. Electronic Newsletters – to assess whether PG could assist if NDA signed
- c. DNAs – in Newsletter – completed and to continue
- d. Cancellation Message – not yet addressed
- e. Information – PG sent activity stats – completed
- f. Gillian Keegan visit – invited in response to complaint & gave opportunity to present practice challenges – completed
- g. Car Park – feasibility improvement unknown therefore consider completed
- h. External Meetings – resume sent to PG – ongoing
- i. Patient Survey – on agenda
- j. Lifevac – evaluation not yet ascertained
- k. Sussex Community Desk – availability times and contact details displayed - completed

4) Practice Updates and Developments

- i) Staff updates - interviewing candidate for Paramedic next week and Physicians Associate interview in October (roles will support duty team).
- ii) Increase in complaints in July/August – varied themes – but more compliments than complaints.
- iii) Online patient registration now 'live' and being used – flyers available on reception with QR code for website details.
- iv) General Practice Improvement Plan (GPIP) – 1 afternoon per week for 13 weeks – NHS funding review of practice date and future work to focus of making improvements in patient access.
- v) Covid/flu vaccinations – although covid vaccine will be available for same cohorts as flu vaccine, not yet known how Selsey patients will access this. Booking available for flu clinics.
- vi) Increased demand on services in August with high numbers of mental health concerns. Frequent attenders to be looked at as part of GPIP.
- vii) High numbers of DNAs at beginning of August – now decreased. Accurx appointment reminders utilised which enables patients to cancel appointments using link. Issue with cancellation line rectified.
- viii) Website - PG member to audit website to assess usefulness and ease of navigation.

5) DNAs

DNA numbers to continue going in Newsletter. Discussed how to use Accurx and difference between Accurx and NHS app to be added to Newsletter. Discussed availability of instruction leaflet on Accurx at Reception.

6) Report from External Meetings

Report distributed – championing carers issues and support services – initial zoom meeting attended by Mike Nicholls (Care Shop) and Tara (SMP care co-ordinator).

7) Patient Satisfaction Survey

782 completed surveys. 184 compliments. 200 complaints/negative comments.

- i) Phones - GPIP recently looked at phone system and reduced length of phone message. Suggestion re emergency line between 0800-0830. Suggestion PG member reviews phone system message in surgery and enable changes to be made. SMP to ascertain if Tangmere are doing anything different to make getting through on the phone lines easier.
- ii) Delays – asked that reception staff inform patients if surgery emergencies cause appointments to be delayed.
- iii) Cancellation line – not available at weekends. All cancellation messages have to be monitored and cancelled manually.
- iv) Saturday morning surgeries – run at Cathedral practice for whole of ChAMP.
- v) Voicemails – can only be left if patients give consent. This advice to go on website.
- vi) Online consultations – only available 0600 – 1500 – strongly advised to run only during core hours as potential for excessive volume when open at all times. Discussion re limited appointments available to book online – appointments released at midnight – PG to test. Unable to book nurse appointments as all deal with different aspects.
- vii) Referral letters – timeframe questioned - normally sent same day to referral support team in Worthing who then send on to relevant department electronically. Referral number to call to go in Newsletter with link to waiting times for all hospital specialities.
- viii) Signs – to investigate replacing signs to say Appointments and Enquiries at both desks.
- ix) Refreshments – SMP to ask Friends for water cooler.

8) Any Other Business

- i) Request to add bullet points from news page on to surgery TV screens.
- ii) Pointed out that strikes and less face to face clinical contact having adverse effect on patients' perception of NHS.
- iii) This month's Friends and Family test revealed more positive feedback on reception staff. Telephone calls being audited.
- iv) Discussed new COPD device being trialled in Oxford and, if successful, whether it would be available nationwide. COPD nurses could review.
- v) Flu vaccination clinics – now more availability. PG to marshal. Fire service requested their presence in order to highlight health and safety at home. SMP attempting to obtain clinician to administer Covid vaccinations together with flu.
- vi) Community Forum running project to ascertain whether isolation in Selsey leads to health inequalities. Challenge to find evidence and then formulate local solutions. Requesting anyone on cancer journey, COPD, voluntary carers, young carers and those living in poverty to talk about their story.
- vii) Thanks expressed to all who took part in survey. Next year PG and survey to have higher profile.
- viii) PG asked to help prepare for the seminar in the Town Hall on Wednesday 6th September from 6.30pm.

9) Date of Next Meeting

Next meeting Monday 2nd October 2023 at 4.30pm in the Library at Selsey Medical Practice.

Meeting closed 6.15pm