

**Selsey Medical Practice PG Meeting**  
**Monday 16<sup>th</sup> June 2025 @ 4.30pm in the Library at Selsey Medical Practice**  
**MINUTES**

**Attendees** – Ali Archer (AA), Mike Nicholls (MN), Barbara Shepherd (BS), Sue Watson (SW)), Pam Porter (PP), Jess Stevens (JS)(SMP), Nicola Collins (NC)(SMP).

**1) Apologies**

Shelley Gorys (SG), Noel Long (NL). Lilian Livingstone resigned due to ill health – thanks expressed for her contribution to the Patient Group.

**2) a) Minutes of the Meeting held on 31<sup>st</sup> March 2025**

Agreed

**b) Matters Arising**

None.

**3) Update on Agreed Actions**

- a. DNAs – improved.
- b. Seminar – (i) no reply yet from Vincent re consultant availability – to contact Nuffield direct. (ii) Later Life Planning being addressed via Care Shop with 13 hubs across peninsular; using future care handbook; Robins and working in partnership with Hospice when appropriate.
- c. Survey – to take place at Autumn flu clinics starting 4<sup>th</sup> October.
- d. Pharmacy First – added to Facebook – completed.
- e. Out of Hours Appointments – patients being informed where being held – completed.
- f. Time for Telephone Appointments – precise time not being given – completed.

**4) Practice Updates and Developments**

Report distributed to PG.

- i) Total triage fairly well received – to be linked with Friends and Family for feedback. So far 80% of requests completed via Accurx by patients or a proxy and 20% by reception team for patients. Total Triage saved appointments as clinicians now able to deal with queries promptly without seeing patients unnecessarily. Continuing to improve system.
- ii) Missed appointments – May figures decreased. Missed blood tests down as time booking ahead decreased.
- iii) Two new GPs started – Dr James Botham (experienced GP) and Dr Tahera Kamal (newly qualified GP). Both have keen interest in dermatology.
- iv) February Friends & Family test – May results not included as not linked with text messaging.
- v) 8 complaints since last meeting – no themes – all investigated and relevant action taken.
- vi) Autumn flu campaign starts Saturday 4<sup>th</sup> October.

**5) Report from External Meetings**

Next Sussex PPG meeting to be held online 24<sup>th</sup> July. Invitation to online link to be sent the interested parties.

**6) Community Forum Report (Care Shop)**

Report distributed to PG.

In addition to the 10 services SCF supports – 5 car boot sales to raise funds; providing key safes; hot meal deliveries; pet foodbank deliveries in addition to foodbank vouchers; sign language classes; newsletters; computer and smart phone service; various partnership supporting and working alongside.

Selsey Open Gardens event raised £7k and donated £2.5k to Care Shop. MN said demand for SCF services up by 16% with access to financial resources diminishing.

**7) Annual Satisfaction Survey**

NC and JS to amend last year's form and then committee to give input at next meeting.

**8) Any Other Business**

None

**9) Date of Next Meeting**

Monday 21<sup>st</sup> July 2025 at 4.30 pm

There being no other business, the meeting closed at 5.20 pm