

Selsey Medical Practice PG Meeting
Monday 21st July 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), Nathan Rose (NR), Noel Long (NL), Jess Stevens (JS)(SMP), Nicola Collins (NC)(SMP).

1) Apologies

None. Shelley Gorys resigned as relocating – thanks sent for her contribution to PG.

2) a) Minutes of the Meeting held on 16th June 2025

Spelling correction – ‘peninsula’; ‘to’ added after invitation to online link. Minutes then agreed.

b) Matters Arising

None.

3) Update on Agreed Actions

- a. DNAs – under constant monitoring. Updated report sent to PG. Letter sent to those who DNA constantly.
- b. Seminar – still no reply received – to try once more.
- c. Survey – form being updated.
- d. Sussex PPG Meeting – on line link sent to interested parties.

4) Practice Updates and Developments

Report distributed to PG.

- i) Total triage - still approx. 80% forms completed by patients, 20% by staff. 30 sought assistance from Care Shop. Total Triage to date = 4636. Triage tablet in waiting area for patient use being considered. Feasibility re setting up surgery Facebook page being considered. Email from MP expressing Total Triage concern – satisfied with surgery response.
- ii) Missed appointments – slight increase in nursing DNAs. Investigating DNAs booked by nurses.
- iii) Recruiting for 2 new receptionists.
- iv) February Friends & Family test – 94.7% good or very good. Negative comments re appointment wait times/ telephone call time slot/appointment type (telephone or face-to-face). Issues addressed.
- v) 5 complaints since last meeting – all investigated and relevant action taken. Current aggression possibly linked to social media.

5) Report from External Meetings

W.Sx PPG meeting 24.7.25 - report distributed. Organisational changes in hand – 53% costs to be cut. PPG to be audited to gauge working practises, etc./recruitment/GDPR guidelines.

6) Community Forum Report (Care Shop)

Report distributed to PG.

- i) Demand for services heavy – 185 in Care Shop last week.
- ii) £20,000 donation received from Friends of SMC.
- iii) Dozen volunteers recruited for Robins end of life service.

7) Annual Satisfaction Survey

PG amendment suggestions to be incorporated into proposed form. Final copy to be agreed at next meeting.

8) Any Other Business

- i) GP continuity questioned. NC said two different groups – long term conditions better for same GP; acutely unwell to see most appropriate clinician within quick timeframe.
- ii) Public toilets to open shortly.

9) Date of Next Meeting

Monday 1st September 2025 at 4.30 pm

There being no other business, the meeting closed at 5.40 pm