

Selsey Medical Practice PG Meeting

Thursday 17th May 2018 @ 12.30pm in Library of SMC

MINUTES

Attendees – Bob Arnold (Chairman), Gwyn Cope, Rosemary Sparrow, Dr Rachel Jameson (SMP), David Boyt, Anthony Wibberley, Barbara Shepherd, Sarah Rose (SMP), Nicola Collins (SMP)

1) Apologies

Vicky Cockram

2) Minutes of last meeting held on 13th March 2018

- a. Minutes agreed
- b. No matters arising

3) Update on agreed actions

- a. LCN/PG Meeting – on agenda
- b. MJog – discussion in practice updates
- c. Annual Meeting – taken place 24.4.18
- d. Waiting Area – to carry forward
- e. DNA – on agenda
- f. PG Week Planning and Survey – on agenda
- g. Future Events – on agenda

4) Practice updates and developments

MJOG appointment reminders/cancellations/etc. working well overall.

The practice is using MJOG for the friends and family survey, previously the practice relied on paper surveys and usually only received 1 or 2 responses a month. MJOG sent 4500 texts last month and received 433 responses. Many comments also sent – 3 pages positive comments and ½ page negative comments. SMP have regular meetings to update staff and address relevant issues.

Complaints are reported to NHS England. There were 37 complaints last year – this year down to 13 in last six months. The practice keeps a spreadsheet outlining the nature of complaint and what action has been taken. Significant events are shared in order to learn from them. Severe events are reported to NHS England.

Surgery phone message has been changed to enhance surgery time management – core opening hours are 8.30am – 6pm.

Vulnerable patients are being encouraged to allow their Enhanced Summary Care Record to be shared with other relevant organisations using SystemOne. New patients will be asked this when they register.

GDPR comes into force on 25.5.18. New privacy information to published, no real changes to the practice under GDPR however the practice will now not be able to contact patients asking if they are willing to consent to participate in research without explicit consent.

New GP Dr Jill Adams commencing at SMP in June.

5) Agreement of content for 2018 patient survey

Content agreed. Preferred format selected.

6) LNN/CCG Patient Group feedback

Last meeting had been cancelled through lack of support. Although it was thought the concept was good, this group was not achieving anything and needed to change. This message to be fed back, but that SMP was still willing to commit. It was thought important to keep primary care involved – NHS keen to have voice of practice fed up the line.

7) DNA Comparison

Progressively reducing. 230 DNAs in April 2017 and 149 DNAs in April 2018. Possible DNA reasons and solutions discussed.

Discussed that patients can access their test results via their on-line record, some patients may find this useful – the practice has discussed the use of text messaged for results in the past, but has reservations regarding confidentiality and so far hasn't implemented this.

8) PPG Week Planning and Survey

To take place 4th – 8th June 2018 . To be manned 8.00am-10.00am and 2.30pm-4.00pm – Chairman to be notified of participants availability. Extra pens and clipboards to be available. To highlight the survey – possibly a trial leaflet drop, consider leaflets at the Town Hall, Selsey Centre and library; survey awareness to be on surgery TV screens, surgery Facebook page, SMP website and Selsey Grapevine; to use MJog before 25.5.18. Last year there were 330 responses – to aim for more this year.

9) Future Events

Diabetes –World Diabetes Day 14th November 2018 – to find speaker for November.

Eye Health – September – to obtain leaflets and speaker. Possible venue - Town Hall for 6.00pm.

10) Any Other Business

NHS launching MMR catch up following measles outbreak. Surgery will immunise as required.

Provision of private treatments and immunisations by SMP discussed – NHS surgeries cannot offer this to their own patients. Immunisations strictly regulated by NHS so vaccine production is controlled. Various private tests would have to be dealt with by a private hospital.

Provision of Well Women Clinics questioned – not necessary as well-being NHS health checks were offered and could be requested for anyone without a chronic health disease in age group 40-74 years. Chronic disease sufferers were already followed up. The Council fund NHS health checks together with smoking cessation. SMP sign up to this initiative, together with various immunisations.

11) Date of Next Meeting

Thursday 16th August 2018 at 12.30pm

There being no other business the meeting closed at 2.15pm.