

Selsey Medical Practice PG Meeting

Virtual Meeting via Zoom held on Monday 17th August 2020 @ 11.00am

MINUTES

Attendees –Bob Arnold, Barbara Shepherd, Gwyn Cope, Nicola Collins (SMP), Sarah Rose (SMP)

1) Apologies

Lilian Livingstone

2) Minutes meeting held on 16th January 2020

- a. Minutes agreed

3) Update on agreed actions

- a. PG – not yet advertised on screens
- b. Waiting Area – ongoing
- c. DNA – on Agenda
- d. Minor Ailments – in Newsletter – dealt with
- e. Smoking Cessation – signposted to Chichester Wellbeing
- f. Referrals Advice Leaflet – dealt with – to enter onto website
- g. PG Recruitment – on Agenda
- h. Spine – dealt with
- i. Medication - ongoing
- j. ChAMP – on Agenda
- k. PPG Group – virtual meeting 19.6.20 – nothing relevant to report – next meeting 3.9.20
- l. Terms of Reference – on Agenda
- m. Future Events – on Agenda
- n. Information – ongoing
- o. Friends - ongoing

4) Practice Updates & Developments

- a) New receptionist commenced last week. Dr Roopra last day today, Dr Martin Hill starting in October for one day per week initially and some existing GPs increasing their hours. 3 new trainee doctors commencing in August for 4 month period. Locum paramedic practitioner working 2 days per week and some nurses able to undertake minor practitioner work.
- b) COVID19 – front doors still closed. Patients collected from the door and temperatures taken before entering surgery. Temperature can be taken in car for any suspect Coronavirus patients then taken to ‘hot room’ for treatment.
- c) Flu clinics due to commence 2nd week in September, during the week and 2 Saturdays. Aiming to have no other patients in the building during clinics. Entry via fire exits where temperature to be taken. Two options: (i) when weather is good car park to close and patients to socially distance queue round car park; (ii) when weather wet patients to socially distance queue in long corridors. Use of gazebos offered if this arrangement fails. Concentrating on over 65s initially. Flu vaccination uptake unknown this year.
- d) Abuse of staff during phone calls resulted in message issued on Grapevine. Following this the situation improved this week. PG abhor this attitude shown by minority of patients, especially when surgery staff are working under such difficult circumstances. Surgery understand patients fear and frustration at the changes which had to be made at this time, but indicate

some working practices will never revert to pre-pandemic conditions. E-consultation has advantages as will 'red flag' any issues and point doctors/patients in right direction. Patients unable to use technology will be seen.

- e) New phone system being investigated with call back facility rather than wait for phone to be answered.

5) DNA

DNA figures down. Difficult to assess impact of letters sent at present time. To review in due course if figures increase.

6) ChAMP/PRB

Last meeting February. The PCN now has new permanent manager in post. Future virtual meeting to be arranged.

7) Future Events

Nothing this year. Virtual events to be investigated with the Nuffield.

8) Terms of Reference

All agreed. Confidentiality agreement in place.

9) PG

3 new recruits to be invited to join in next virtual PG meeting. Selsey Community Forum members to be approached re joining PG.

10) AOB

- a) AGM to be held at beginning of next virtual meeting
- b) Patient Survey to be deferred until 2021

11) Date of Next Meeting

Thursday 17th September 2020 at 11.00am via Zoom

There being no other business the meeting closed at 12 noon