

## **Patient Participation Group Meeting**

**Saturday 18<sup>th</sup> January 2020, 9.30 a.m.**

**Seaford Medical Practice**

### **Minutes**

**Attendees:** Sue Smith (Chair), Val Callon, Steve Machan, Des Prichard, Susan Hwer, Charis Isted, Myrtle Kracke, Ruth Mitchell, John Edson (for Penny Lower), Gill Allen, Dr Dan Elliott (SMP), Phil Abbott (SMP), Lorraine Downey (SMP)

**Apologies:** David Burleigh, Pam Burleigh, Peter Norman, Zena Gibbs, Roy Dobson, Sandy Richards, Maggie Chitty, Min Stone, Christina Machan, Penny Lower

#### **1. Minutes of last meeting/Matters arising:**

- 1.1.** SS welcomed the new members to the PPG and welcomed LD, who has taken over from Jane Giles as a Practice representative for the PPG
- 1.2.** The minutes of the previous meeting were agreed as being a true and fair representation of the meeting
- 1.3.** All actions from the previous minutes have been completed

#### **2. Presentation from Jessica Redgeway (CCG) re the Digital Champion Scheme:**

- 2.1.** JR did not attend the meeting, so no update available

#### **3. Update from Practice, to include health hub, staff changes, complaints etc:**

- 3.1.** Proposed new Seaford Health Hub: PA advised that, due to the General Election, Lewes District Council (LDC) had to postpone their

decision-making meeting planned for the first week of December 2019. The LDC decision on the proposed new Health Hub would be taken in the February 2020. The PPG discussed various issues about the proposals, including possible other options, funding, the situation with the Old School Surgery premises etc. PA and DE concluded by saying that it remains the case that the GPs in Seaford (from both Practices) strongly believe that the proposed development at the Downs Leisure site is the only viable option. Should the proposed Health Hub be approved by LDC, the Practices were committed to engaging their PPGs and staff for input into the layout of a new facility

**3.2. Overview of duties carried out by the Reception team:**

**3.2.1. LD gave the PPG an overview of the duties the Reception team do.**

Duties include making appointments, arranging home visits where necessary, care navigation, preparing prescription renewals for GP authorisation, dealing with prescription queries, registering new patients, transferring patients from the Practice list where appropriate and scanning letters and forwarding on the letters and electronic letters to the appropriate clinicians within the Practice.

**3.2.2. LD talked about the key challenges the Reception team face. The challenges include the amount of training and knowledge a receptionist needs to undertake all the duties in Reception, the severe lack of space and privacy the Reception team work in and, in a small minority of situations, extremely rude and sometimes aggressive patients**

**3.2.3. At the conclusion of the meeting, LD gave a tour of the current premises to PPG members so that they could see the difficult working conditions for the Practice**

**3.3. Staffing update: PA advised that:**

**3.3.1. Sister Karen Neil retired in November 2019 and Jane Giles in December 2019. Nurse Beth Young is joining the Practice in February 2020 and Nicola Watts has taken over as Finance Manager**

**3.3.2. Three paramedics have joined the Seaford Primary Care Network (PCN), Will, Emma and Kat. They will be undertaking patient home visits where appropriate and where necessary to support the local**

GPs. A Social Prescriber, Mandy, has also joined the PCN to support GPs

**3.4. Patient Satisfaction:**

**3.4.1.** SS had circulated the results from the Patient Survey conducted between September – December 2019 to PPG members ahead of the meeting. The results were based on approx. 900 survey returns. The PPG discussed the results and felt the very good results were an accurate reflection of the care and service provided by the Practice

**3.4.2.** The results of the survey and key findings have been published on the Practice website and are displayed on the waiting room TV information system

**3.4.3.** PPG members suggested:

**3.4.3.1.** Reviewing the size of text of information on the waiting room TV system to ensure it was readable and also remained on screen for long enough for patients to read – **action PA**

**3.4.3.2.** Acknowledge the additional comments from the survey that were mentioned by a number of patients and what the Practice could or couldn't do about those issues. Examples include privacy, lack of space etc – **action PA**

**3.4.4.** Patient complaints: PA advised that there have been 10 written complaints in the past three months. The complaints cover a wide range of subjects and there is no one area where complaints are regularly received. Areas raised as concerns include: not receiving a free NHS flu jab, not providing a walk-in service, prescribing issues, breach of confidentiality, the attitude of GPs / nurses during consultations. The number of complaints received year to date is similar to the same time last year

**3.5.** Disturbance at Practice in December: PA advised the PPG of a situation just before Christmas where to protect patient and staff safety, the Practice closed for 1.5 hours late one afternoon. PA commented on how professionally the staff had handled a difficult situation

**3.6.** GP video consultations: Seaford Medical Practice, along with a number of other GP Practices locally, is offering patients video consultations with a team of GPs between 4pm and 8pm weekdays and all day weekends where a patient feels this would be appropriate. The

GP consultations are undertaken by an organisation called LIVI. Approx 50 patient appointments were conducted via video consultation in December. Patients using the service have said it's a very good service. A member of the PPG had a video consultation recently and said it was excellent. The PPG discussed ways of how they might be able to promote video consultations to the wider patient group and how to use other helpful IT relating to healthcare. SS will look to coordinate a working party to take this forward – **action SES**

- 3.7.** Primary Care Networks (PCNs): DE provided an update on PCNs. Seaford Medical Practice and Old School Surgery continue to work closely together in a number of areas, including the new Seaford paramedic team and social prescribing. NHS England had recently published new areas they would like PCNs to start to work together on, but these new areas have caused considerable disquiet with GPs nationally and also locally given the significant additional workload involved. Discussions at a national level continue

**4. Comments/ updates from group members:**

- 4.1.** There were no comments from the PPG Suggestion Box on this occasion

- 5. Date of next meeting:** the PPG was keen to meet soon after the decision regarding the proposed new Seaford Health Hub was known. The next meeting was there arranged for Saturday 14<sup>th</sup> March 2020, 9.30 a.m. at the Seaford Health Centre

- 6. Any Other Business:** none

Minutes: *Phil Abbott, 20<sup>th</sup> January 2020.*