

Seaford Medical Practice

Patient Participation Group Meeting July 13th 2021 1800 PM

Attendees Lorraine Downey (LD) SMP, John Edson (JE), Dr Dan Elliott (DE) SMP, Zena Gibbs (ZG), Lisa Glandfield (LG) SMP, Susan Hewer (SH), Steve Machan (SM), Des Pritchard (DP) Sue Smith (SS) Chair

Apologies Val Callon, Jean Cash, Charis Isted, Penny Lower, Myrtle Kracke

Other PPG Members Gill Allen, David Burleigh, Pam Burleigh, Maggie Chitty, Christine Machan Ruth Mitchell, Peter Norman, Sandy Richards, Min Stone

1 Welcome, Minutes & Actions

- 1.1 SS welcomed everyone to the meeting. LG will take brief notes of the meeting, which will be circulated to members and posted on the Practice website in the usual way.
- 1.2 SS welcomed LG, the new Business Manager at SMP. LG introduced herself to the group. Her background is in Royal Mail, so akin to Phil Abbott has come out of the corporate environment into General Practice. LG is looking forward to her new role at SMP and to working closely with the PPG serving the community of Seaford.
- 1.3 The notes of the previous meeting were agreed as a true and accurate record of the meeting.
- 1.4 Actions were reviewed from the previous meeting and all completed. However, ZG suggested there was still no disabled parking available at The Crumbles vaccination centre.

Action 1 LG to report disabled parking issue at The Crumbles to the SDHC Federation.

2 Covid – Current & Future Plans

- 2.1 Update from DP, Seaford COVID Vaccinations Champion. DP provided a detailed update to include;
 - He continues to liaise with Sussex NHS Commissioners but note there have been fewer updates to share.
 - Has continued to use local 'network' to share direct messaging from DE and SMP regarding all key vaccination messages.
 - All agreed the relationship between DP/PPG and SMP has been a very useful relationship and will be important looking ahead to autumn and both the Flu and Covid Booster vaccination programmes.
 - Vaccination continues to lower age cohorts. There is an expectation that children 12 and over should be vaccinated, but await outcome of National discussions.
 - DE took the opportunity to thank PPG and specifically DP for all his efforts in vaccination programme.

Decision Continue direct relationship/contact with DP to support Autumn Flu and Covid Booster Vaccination Programmes.

3 Testimonials/Patient Review

- 3.1 DP acknowledged that following the pandemic, general practices across the country have changed ways of working and patients have been forced to acknowledge there are different ways to access GP services.

New services included LIVI, which he and his family have found extremely useful and have had a very positive experience of. DP went on to say how good the LIVI service

was, it fitted into the way he and his family work and conduct their personal lives and gave more control of appointments at a time convenient to himself.

DP felt we should publicise LIVI more and suggested we gather some positive independent patient testimonials to encourage others to consider the use of this service as a complimentary service to GP appointments, providing patients with choice.

SS suggested that whilst a good idea, the use of positive testimonials had been previously discussed in 2016 and wanted to ensure anonymity of patients to prevent any breach of confidentiality or data.

SM raised the issue that SMP website may not be the best place for testimonials and worried it could get lost in and amongst other information and suggested that Seaford Scene be considered as an alternative.

SH offered to support this activity.

Action 3 SH, DP, SM & SS to set up a working party to develop the idea for putting together positive patient testimonials that advocated alternative access services to GP and promoted patient choice and present back to SMP when ready.

4 Early Morning Phone Queues

- 4.1 SH shared her experience of accessing SMP by telephone over the past 2 months, accepting that waiting times were up to 50 mins, however recently this has been improved to circa 20 mins.

LG accepted that whilst SMP continues to be inundated with calls, increasing telephone lines in May had helped and maximum resource has been made available to answer the telephones, so pleased that patients dialling in had seen an improvement. LG also advised that akin to many other surgeries in the area, we are looking to upgrade telephone systems in the autumn to further improve patient experience.

DE also added that following every government announcement, patient calls have increased with vaccination enquiries, which has not helped. However, given good work between SMP & PPG on vaccinations and the introduction of the National Booking Line, this has also improved.

5 Data Sharing

- 5.1 CI had asked for this item as an agenda topic and LG covered in her absence acknowledging this had been very topical for SMP. LG confirmed SMP is fully compliant with what we needed to do as a practice to support NHS Digital data extraction for the provision of General Practice Data for Planning and Research (GPDPR) and patient Opt Out if requested.

We have an established process and protocol for registering patient Opt-outs as forms are received back to the practice and have a stock of hard copies on the front door. Please note that the date for data extraction has been extended to September.

Given the complexity of this issue and the challenge, this presents to the receptionist team, any patient who has queries regarding this topic, has been directed to our website and the links we have provided on GPDPR. We do NOT have any obligation to explain this to patients and actually, there is risk in attempting to do this and providing

the wrong information, given the complexity of the subject and personal choice involved.

6 **GP Online Service**

- 6.1 CI requested for this item to be covered as an agenda topic and LG covered in her absence. LG advised on a number of on-line services up and running within the practice to include;
- GP Telephone appointment bookings
 - Phlebotomy appointment booking
 - On line prescription service
 - Patient Access (allowing view of patient records)
 - On line GP consultations – Max of 5 per day only as GP's usually found that an online consultation lead to a telephone appointment.
 - LIVI

SM advised difficulty in using Patient Access in comparison to the NHS App and SS offered her experience of Patient Access was positive.

LD suggested that issues with Patient Access can sometimes arise if there is any mismatch of data provided versus that held on patient records and one system was not preferable to the other, it was personal choice for individual to use what app suited best for what purpose. Information to both are provided on the SMP website.

7 **Eastbourne CCG PPG Forum**

- 7.1 SS covered recent requests to attend Eastbourne CCG PPG forum, but given previous experience and frustration with lack of action, all agreed there were no other volunteers to attend and the PPG would be opting out.

DE reinforced how important the patient voice was and hoped that the Seaford PPG voice would seek refreshed participation within the new Integrated Care Scheme (ICS) that will replace the CCG.

Action 7 DE to feedback frustration re: participation at Eastbourne CCG for future consideration to how patient voice is heard as part of the ICS.

8 **Delays in Repeat Prescriptions**

- 8.1 SS reported pharmacists quoting a 10-day delay in the prescription service because of GP's not signing prescriptions, providing an individual example from CI.

DE asked that details of the individual example from CI be shared with him, and confirmed that once signed electronically, pharmacists have signed prescriptions instantly on the system and there is clear audit trail for this, so it would be interesting to investigate this specific example.

Note – Subsequent to the meeting, it has been clarified that the example provided above from CI was in fact an unknown member of the public overheard in the queue at the Pharmacist. So hope all understand it will be hard to look into this without a specific example and is actually contrary to where we are with prescriptions, which is up to date in line with normal turnaround times.

9 **News Update from Practice**

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- 9.1 LG shared Phil Abbott retired from practice on 30th June.
- 9.2 LG informed that SMP continued to review its restoration plan. A return to “business as usual” was likely to be further delayed given rising covid infection rates. Whilst Freedom Day on 19th July opens up many other areas of economy – need for caution in healthcare, not least to protect staff and patients was key. Patients would be asked to continue wearing a mask when coming into SMP.

DP provided full support for any decision taken in relation to revised way of working and continued patient care, which he correctly assumed would be based on appropriate business risk assessment, suggesting that the PPG would fully support any decision reach.

- 9.3 LG advised there was no further update to the proposed Government White Paper and changes to the health and social care sector. Key changes will be for health and social care organisations to be legally required to work in an integrated way. This will result in the creation of an Integrated Care System (ICS) in Sussex and the whole of England as from 1st April 2022, with Clinical Commissioning Groups (CCGs) ceasing to exist as from 31st March 2022. The full implications of what this means is still be worked out
- 9.4 DE updated members of current areas of focus within the Primary Care Network. We continue to work well with other health care practitioners such as the Pharmacy Team, First Contact Practitioners (Physio’s) and are look to add to the team with mental Health Practitioners (if resource available).
- 9.5 DE also advised that space continues to be a key strategic issue for the Practice. Phil Abbott reflected on his retirement that SMP had 38 employees 11 Years ago and now we have 81, all in same building.

10. **News/Comments/Suggestions from Patients**

- 10.1 SS advised of a new development on Sutton Road, houses which had been purchased by Churchill Homes for assisted living flats.

JE confirmed that Seaford Council had not seen any planning application and would only be provided with information on a ‘consult’ basis.

DE advised we have been in this situation before and it was not for SMP to comment.

- 10.2 SS asked if there was any update in relation to Old School Surgery.

DE acknowledge that whilst Old School Surgery’s lease was subject to public record, we have no further information on the subject.

11. **AOB - All**

- 11.1 SS requested that consideration be given to meeting in person at next meeting, should government guidance allowed.

LG suggested that a date be confirmed and then format for the meeting agreed closer to the time of meeting, given all unknowns.

- 11.2 SS also asked if Saturday or Tuesday evenings were preferable.

SMP suggested Weekdays were better than weekends.

Action LG & SS to agree format for October meeting closer to the date once government guidelines and covid risk assessment known

Action SS to provide LG with PPG members requiring a hard copy of minutes by post – completed in advance of notes being written.

**Date of Next Meeting – Tuesday 19th October 1800PM
Teams or Meeting Venue TBC**