

Seaford Medical Practice

Patient Participation Group Meeting
October 19th 2021 1800 PM

Attendees Sue Smith (SS) Chair, Dr Dan Elliott (DE) SMP, Zena Gibbs (ZG),
Lisa Glandfield (LG) SMP, Susan Hewer (SH), Steve Machan (SM),
Penny Lower (PL), Myrtle Kracke (MK), Sandy Richards (SR)

Apologies Lorraine Downey (LD) SMP, Val Callon, Charis Isted, Des Pritchard (DP)

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

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 The notes of the previous meeting were agreed as a true and accurate record of the meeting.
- 1.3 Actions were reviewed from the previous meeting and all completed.

2 Covid – Current & Future Plans

- 2.1 Apologies from Des Pritchard who would normally provide an update for this section.
- 2.2 LG advised that the practice is working with our local GP Federation South Downs Health and Care (SDHC). They will be in contact with patients who are 6 months post second dose, or need a third dose, via text messaging or letters inviting you to attend the vaccination centre at The Crumbles, Pevensey Bay Rd, Eastbourne BN23 6JH. Please do not contact the practice, as we have no further information. You can email SDHC on sdhc.vaccinations@nhs.net or call 07933821551 for further information following your invitation. A question was asked whether the practice would be completing vaccinations for the elderly and frail. LG advised there are no plans at this time to complete from the Practice.

3 Abuse being suffered in GP Practices

- 3.1 All acknowledged the new public campaign focused on the abuse that GP practices across our communities have been reporting. The aim is to challenge poor behaviours but also to start ongoing coverage about how GP practices are working now and why they are working differently.
- 3.2 LG acknowledged the working party had met 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. The article is great and SMP fully supportive of where the PPG had got to. LG suggested that the 'be kind' mantra and 'support your surgeries so they can support you' message should be integrated within this work. LG thanks the working group for all their efforts thus far.
- 3.3 SH committed to sharing a blog from The Foundry Practice in Lewes with LG and felt their day in the life series was really engaging.

4 News/Update from the Practice

- 4.1 LG shared how challenging the last 3 months had been and thanked every member of the PPG for his or her ongoing support. As the PPG are aware, SMP have been as open and honest with patients as we can be about all recent challenges which have included;

- Dealing with a violent & abusive patient, which forced a change in security at the front door at the beginning of July.
- Computer outage, 8th July – 10th July that took away all clinical records and severely disrupted service.
- Freedom Day 19th July - 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 and hands-face-space still as prevalent.
- B/H August. Covid Outbreak – 13 positive cases and 19 staff forced to self-isolate. Took us all September to recover.
- Delay with flu vaccination supply-chain – Has not been straightforward. Flu vaccinations delayed and reduced supply. Have started Saturday clinics and mid-week/weds evenings for those under 65 and to date have completed;
 - 40% over 65's
 - 15% 18-65 at risk
 - 9% 2-3 Year Olds.
- SDHC are completing Covid Booster for Seaford patients and will administer to all Care Home and housebound patients.
- Daily Mail campaign for F2F appointments.
- Continued abuse and dealing with difficult patients back on the increase fuelled by media .

LG advised there was no further update to the proposed Government White Paper and changes to the health and social care sector but note a new Chair had been appointed Stephen Lightfoot for the Sussex CCG 'shadow' ICS in advance of formal creation on 1st April 2022. Clinical Commissioning Groups (CCGs) ceasing to exist as from 31st March 2022 - www.sussexhealthandcare.uk/2021/10/new-chair-appointed-for-future-sussex-integrated-care-board/. DE advised there is ongoing work required to ensure that the patient voice is heard within the new ICS, but we still have no detail of this and will shared once we have further information.

5 News and Update from members to include the position of chair for the group.

- 5.1 SS shared her decision to stand down as chair. SS is asking any members to put their names forward for the role, including those who do not currently have access to IT.
- 5.2 SS also shared her concern that the role at present did reply on IT for circulation of information etc. that more was needed to support access for all. DE acknowledged this, linking this with a very real issue re: health inequalities and how we engage with patients who do not have access to IT/Phone channels. All agreed it would be good to return to face-to-face meetings as soon as we could and LG suggested a hybrid meeting in January that may possibly allow a maximum of 4 members to attend, with the remainder on line, but detail TBC closer to the time.
- 5.3 SS advised she continued to work on updating the contact list and terms of reference for the PPG and will circulate.
- 5.4 SS also requested if membership of the group could be bolstered and sought a balanced representation of other groups in Seaford.

Action LG to speak with Jane Giles on how best to progress.

- 5.5 KM asked what the vacancy situation was at SMP. LG advised the Practice has one vacancy only for a Reception Manager. All other departments are fully staffed. DE reiterated the issue of property and estate and that the Practice was bursting at the seams. Seaford population was growing and each of the full time Drs at SMP now have over 2000 patients each. He also reiterated there was no solution in the short term and his concern was whether there would be appetite long term following the economic after effects of the pandemic. LG shared her disappointment at the media

campaign for face-to-face appointments, explaining that even if funded, SMP could not fit any more GP's in the building.

SM thanks DE for the information and added that sharing this and all appropriate covid information with other groups he attended was proving beneficial for all concerned.

All agreed that communication through community groups was indeed very powerful.

6 **AOB - All**

6.1 Nothing further shared.

Date of Next Meeting – January 18th @ 1800PM
Teams or Meeting Venue TBC