

Seaford Medical Practice

Patient Participation Group Meeting 10th October 2022 PM

Attendee Sue Smith (SS) Chair, Dr Shavetha Vasdev SMP (SV), Lorraine Downey SMP (LD), Ian Carter SMP (IC) Susan Hewer (SH), Myrtle Kracker (MK), Sandy Richards (SR), Charis Isted (CI), John Edson (JE), Zena Gibbs (ZG) David Burleigh, Pam Burleigh, Peter Norman, Gill Blackwood, Valerie Sng, Des Pritchard, Penny Lower, Allen Snell,

PPG Member NOT present Gill Allen, Maggie Chitty, Christine Machan, Steven Machan Val Callon, Sally-Anne Heasman, Angela Paice.

1 **Welcome, Minutes & Actions**

SS welcomed everyone to the first face to face meeting since Covid. Everyone introduced themselves for the purpose of new members and those members who had not been able to attend the Teams meetings previously. A warm welcome was given to Valarie Sng, Allen Snell and Gill Blackmore

The notes of the previous meeting were agreed as a true and accurate record of the meeting.

Actions were reviewed from the previous meeting and all completed

2 **News/Feedback from the Practice**

LD spoke about the two salaried GP's who had recently left the practice to develop their careers, also letting the PPG know that Dr Gover had also decided to leave the practice to gain a better work life balance.

LD advised the group of the new recruits in the practice, which includes a new salaried GP- Dr Rupert Hutchinson who will start his employment from the beginning of January. Teirney Fraser- Primary Care Manager (PCN) – who will be working with both practices to deliver PCN services. **Query from DP regarding how many FTE GP's we now have at the Practice? Currently we have 8.5 and from January this increase to 9.3 FTE.**

LD advised the group that Dr Hallur would be returning from her maternity leave in November.

The Practices Facebook page is now up and running, currently with 300 followers. **Action: For Ian Carter to add a link to the practice website**
Website has been updated as pervious discussion.

Ian Carter (IT Manager) discussed the exciting new role of Digital Ambassador – Ian will hold clinics in the Practice every Wednesday afternoon, where he will be able to help patients access the NHS app and resolve any digital queries. Ian and Dr Vasdev also discussed the upcoming Patient Access to Health Care records. This service is due to go live from 1 November and will enable patients to see their whole medical record, but not the historical documents before this date, unless patients already have access. The practice is aware that this service will undoubtedly cause a lot of queries going forward. **Action: MK requested assistance for Docpost – IC to assist**

Complaints – SS talked to the group about the practice discussing complaints. This had been a discussion that had taken place at the last CQC visit the practice had. SV advised the group that the practice had a robust complaints procedure and that an annual review of all complaints is held in March of every year. It was agreed that the Practice would bring any out of the ordinary complaints to the group for discussion and that the practice would advise the outcome of the complaints annual review at the PPG meeting following this (June/July2023)

3 LIVI App cessation

Several members of the PPG were very disappointed that the LIVI GP service had been discontinued. SV assured the group that this was not a Practice decision, but it had been withdrawn by NHS England. The Practice has also expressed its disappointment with the ICB (NHS Sussex). This decision has put added pressure on the system and staff.

LD advised the group of Extended Access Service which is subcontracted to the Federation (SDHC). There are remote appointment available Mon-Sat with GP's/ANP/Pharmacist and currently a few Face to Face appointment being held at Old School surgery on a Wednesday evening with a GP. The Federation are hoping to increase the number of face to face appointment in due course and for it to be held at SMP eventually.

4 Staffing – GP Partner Vs Salaried GP

The question was asked by PL: What is the difference between a salaried GP and GP Partner. SV explained that a GP Partner has a financial share in the business and extra responsibilities and liabilities, alongside holding a patient list. Whereas a salaried GP is a list holding GP without the extra responsibilities. SV explained that the practice currently has 3 Executive Partners, which are Dr Jackson (Finance) Dr Cockburn (Governance), Dr Vasdev (Patients and Staff), this collaboration works well and then all decision don't fall to one Partner.

SH – had a query regarding: Which GP should patients write on documents if they didn't have a named GP currently. SV advised to write Seaford Medical Practice, as this would normally be forwarded on to herself.

5 Chaos at the FLU/Covid Clinic and Online access

SS presented the item on behalf of SM/CM – SV spoke to the group about the Clinic that SM/CM had attended and explained that this was the first of the new service to go ahead. Unfortunately, there had been an error with the batch coding on the National system and due to patient safety, the Clinical Leads had to make the decision to wait for this to be rectified. This took a little longer than anticipated. This was completely out of the practices control and could not have been foreseen. Apologies were made on the day. The Clinic ran about an hour late initially, but was swiftly back on time within the next hour, with staff working tirelessly to catch up – forfeiting any breaks. The Practice delivered over 800 vaccines on the first day which in its self is a great achievement for a new service. The suggestions of, why was Facebook not used to communicate with

patients before they arrived, was taken on board by practice and they will endeavour to use this platform for any incidents like this going forward.

Online access has not been discontinued and we would encourage SM/CM to contact the practice with any queries, where a member of the team will be able to help.

6 **Clarification regarding SDHC (Federation)**

SV explained that SDHC is a Federation of 17 member practices which supports delivery of care at scale for e.g. Vaccination program. As with GP practices the federation have to bid for work from ICB and NHS England.

AOB All

- 7 **Disabled Toilets** – ZG asked if there would be access to the disabled toilet in the treatment Room area. SS advised that this had not been accessible when she had been Practice Manager and that this had been a historical event where a GP may have asked a patient for a sample and this toilet was used in order to gather a sample quickly from the patient.

Outside bollards – ZG asked for it to be noted that the bollards leading up to the practice where not within regulation. **Action – LD to Speak with NHS Property Services to have Stripes added**

PN – asked how blind patients and patients with impaired sight were called to rooms, now that clinicians changed rooms – LD explained, when patients rang the practice, a warning box appears informing the receptionist or any clinician of any disability. Where sight impaired patients are booked to see a clinician, the warning box advises clinician to collect the patient from the waiting room to assist them to their room. This is also backed up with a comment added by the receptionist.

GB – Wanted to discuss a complaint regarding the ticket machine and a patient trying to register at the practice. Also, whether the practice would consider removing the glass screens, as this these can be seen as negative. SS explained that the glass screens had been put in place when the reception area had been remodel 11/12 years ago, due to patients being aggressive. The practice has taken on board how the glass at reception could be perceived as negative. The Practice also has a duty of care to the staff, to ensure they feel safety during their working hours. Even though abusive/violent patients are a rarity at the practice, there are still incidents. A discussion was had regarding the current telephone message and the feeling that it is a negative message –

Action: The Practice will review the telephone message

Date of Next Meeting – 10th January 20223
Seaford Medical Practice Waiting Room