

Seaford Medical Practice

Patient Participation Group Meeting 26th July 2022 PM

Attendee Sue Smith (SS) Chair, Dr Shavetha Vasdev SMP (SV), Angela Paice SMP(AP), Lorraine Downey SMP(LD), Susan Hewer (SH), , Myrtle Kracke (MK), Sandy Richards (SR), Charis Isted (CI), John Edson (JE), Steve Machan (SM), Zena Gibbs(ZG)

PPG Gill Allen, David Burleigh, Pam Burleigh, Maggie Chitty, Christine Machan
Members Peter Norman, Val Callon, Des Pritchard, Penny Lower, Gill Blackwood, Sally-Anne Heasman , Penny Lower, Steve Dempster and Alan Snell
NOT present

1 Welcome, Minutes & Actions

- 1.1 SS welcomed everyone to the meeting and advised of two new member Steve And Alan Snell
- 1.2 LD introduce the new member from SMP: Angela Paice, new Business Manager and Dr Shavetha Vasdev, Executive Partner for SMP. Both gave a brief outline of their job roles and said that they were pleased to be working with the PPG.
- 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 with the exception of seeking new members, previously completed by Jane Giles. Action completed but due to pressures at the surgery this has not been taken forward.

2 Premises and Health Hub up date and Flu and Covid Clinics

- 2.1 SS spoke on behalf of PL with regards to an update on the premises. AP shared a reflection of how the Practice has been through a sustained and turbulent period and everything had been on pause. JE said a feasibility study had been done by the Council and the paper work was with the ICB (integrated Care Board- New name of CCG).
PL – Why do patients have to chase test results from hospitals – SV commented this by saying the hospitals should give a time frame for results, unfortunately this is not controlled by SMP. Patients can have access to “My Health Record”. This is a platform which enables patients to access their health records. The information can be found on the bottom of each hospital letter. Alternatively, SMP would encourage patients to sign up for Online Access, which also gives access to r records. SMP have plans to have a Digital Ambassador (Ian Carter IT Manager at SMP) who will be able to help patients of SMP with any digital queries and help set patients up on the appropriate platforms.
- 2.2 LD talked about how the Practice has signed up to deliver co-administration of the FLU and COVID Vaccine this Autumn. Bookings to be taken very soon. Patients over 65 will be able to book via Patient Partner on the telephone key pad. There will be 3 Options :
 - **FLU ONLY**
 - **COVID ONLY**
 - **FLU and COVID**
- 2.3 Clinics will be held on Saturdays for over 65’s and under 65’s will be on a Wednesday 4.30pm -7.30pm and will be invited in via a text message and link to book similar to the system used by the Federation.

3 GB – Reasons for patient aggression

- 3.1 SV commented on these difficulties and how Covid had delayed some patients in seeking help, leading to a sharp rise in demand being experienced, now restrictions had been removed. In addition to this, SMP has a very frail cohort of patients. This coupled with patient expectation and a miss-match of Clinicians burning out through the complexity of remote working, fatigue and time sensitive problems. This had caused a perfect storm which had resulted in patient frustration, at times leading to aggressive behaviour.

4 Patients with complex needs/ MSK Referrals

- 4.1 SM asked whether there is a system for patients with complex needs to have a longer appointment. SV advised on the process for these types of patients and how the Nursing staff are given extra time for certain procedures and how this is flagged up on the patient record. SV noted the staff attitude, which can cause more anxiety to patients and will feed this back to the Treatment Room staff.
- 4.2 SV Clarified the Practice gives patient choice regarding whether they want to be referred by NHS to MSK or whether patients want a private referral. In the case highlighted, SV thought there seemed to have been crossed wires and in error the referral had not been made.

5 News/Feedback from the Practice

On the day New Model of Care –SV shared an update, the Practice has introduced 4 new Clinical Practitioner to the team, who make up part of the new “On the Day” team. Emma and Grant two new Paramedic Practitioner and Anna and Vicky, Advance Nurse Practitioners. The On the Day team provide care for those patients presenting with an acute problem, requiring urgent action. The patient is triaged first by these clinicians and then brought into the practice for a face to face appointment if needed. This in turn then gives the GPs the capacity to see those patients with more chronic, ongoing issues. Patients are able to have the choice of a face to face or telephone appointment. The feedback so far is very positive and this seems to be working well for patients and staff (especially the reception team).

After the retirement of Dr Shears/Stewards and Dr Elliott leaving to progress his development, the patients have been reallocated a new GP, this is one of our salaried GPs who have worked with SMP for a long time. SS wanted it noted that Dr Gosling was a great GP if anyone went to see her and also that there had been excellent feedback regarding Grant, the Paramedic Practitioner, as well.

AP – TAdvised the group about a new Facebook page the practice was developing and hoped to be launching very soon. The aim of the page would be to provide patients with informative news. Also noted, the Practice website had been updated.

Angela to update the new GP list holding doctors on the website with their secretaries ring in time

6 **AOB - All**

- 6.1 **Calling System** – SS asked if the Practice would be able to look at some new software for the calling system as there were still problems with pronunciation – LD explained as long as the Practice is aware then the pronunciation can be tweaked.

Action SS to invite members of PPG to sit in the waiting room on a rota bases to help identify what is wrongly pronounced.

- 6.2 **PPG to resume face to face** – SS asked when the group would be able to resume face to face meetings. It was agreed that this would still have to be on a Tuesday, due to the practice taking over the Health Education room for admin staff to work in. This would have to take place once the practice is closed at 6.30pm and be held in the waiting room to enable accessibility. Provisionally the Practice agreed to this depending on Covid numbers. This to be confirmed 4 weeks before the next meeting date of 11th October.

Disabled Toilets – ZG asked if there would access to the disabled toilet in the Treatment Room area. SS advised that this had not been accessible when she had been Practice Manager

Date of Next Meeting – 11th October 2022
Teams or Meeting Venue TBC