

**SEAFORD MEDICAL PRACTICE
PATIENT PARTICIPATION GROUP**

**NOTES OF A MEETING HELD ON
Thursday 29th June 2023**

Present:	Sue Smith (PPG Chair) Dr Shavetha Vasdev Lorraine Downey Paul Colburn Penny Lower Sue Hewer Allen Snell	Zena Gibbs Jill Allen Valerie Sng John Edson Des Pritchard Val Callon Liz Kinning Sandy Mayhew	Myrtle Kracker Gill Pinder Maggie Chitty Charis Isted
Apologies:	Gill Blackwood, Peter Norman, Pam and David Burleigh, Angela Paice Heather Turner, Sally Anne Heaseman, Steve and Christina Machan,		
Not Present:	Sandy Richards		

1.	Notes of meeting held on 30th March 2023
	The notes, having been previously circulated, were agreed.
2.	Review actions from meeting held on 30th March 2023

	<p>All actions were reviewed and noted as completed or in progress.</p> <p>Specific actions highlighted:</p> <p>Discussion around when letters are sent to patients regarding new GP allocation and a request was made to include the GP's secretary details.</p> <p>Action: LD to discuss and add to future letters. Completed</p> <p>SH asked if the acute team and all clinicians can be reminded to introduce themselves when talking with patients.</p> <p>Action: LD to remind the team. Completed</p> <p>ZG asked if the Practice will add the address of the practice to the signage outside the building</p> <p>Action: AP will arrange for this, once new signage has been agreed. completed</p> <p>Action: CI asked if the practice can communicate this data with the group going forward AP /LD to take forward quarterly. Completed</p>
3.	Update from Practice
	4.1 Staff update
	<p>SMP have welcomed:</p> <ul style="list-style-type: none"> • Dr Sarah Richards (April) • Grant Turner (June) Clinical Pharmacist • Debby Chadwick (May) Pharmacy Technician • New Social Prescribe will be starting in the near future – PPG request to add a description of Role to website • 2 New Practice Nurses starting

	<ul style="list-style-type: none"> • Sadly we have an update on Dr Jackson who has been off sick. He has a longer term sickness with a cancer Diagnose, which he is currently under treatment for, this is a treatable illness and we look forward to welcoming Dr Jackson next year, in the meantime, we have employed a male and female Locum one of who is well known to the practice to cover his patients. • All patients will have a named GP by 3rd July
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4./5 Accurx Triage and Communication

	<p>Dr Vasdev up dated the group on the New Patient Triage system, which has a go Live date of 3rd July and discussed how the current ways of working have been inefficient and the need for change. The Practice has researched and visited different Practices who are currently delivering this service. The Practice has decided to implement a Highbred model of the Total Triage systems. The Practice explained how the system will work and how they have communicated this with patients.</p> <p>Feedback from the PPG</p> <p>There was a discussion around how patients will contact the surgery if they have no mobile phone or internet. This was a big concern for the elderly population – The practice reassured the group that patients would still be able to phone and come to the</p>
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	<p>surgery as normal, the difference being that the Receptionist would be filling out the form for the patient and forwarding to the Clinical Triage team who would respond within 2 days and in most cases a lot sooner.</p> <p>A further discussion was had regarding the communication around the new system. It was agreed to communicate more information via Facebook and the Website, also to have a FAQ's sheet. Charis offered to help collate the information and send to the practice, in order to communicate before the go Live date (update- the communications was put on the Practice website and Facebook on Friday 30th June) – The Practice would like to thank Charis for her supporting the practice and compiling this information so quickly.</p>
6	Time, Venue format for next meeting
	<p>Discussion held regarding future meetings, including the opportunity to make the meeting more inclusive- The Practice is flexible and offered a solution of having 1 meeting a year on a Saturday and in the winter to resume Teams Meeting at 6pm if this would encourage a younger cohort of patients, along with face to face meetings.</p>
7.	Practice Training Day 2023

	<p>AS asked why the Practice Training times were from 12.30 -6.00pm, especially when the NHS has so many backlogs was this a viable? – Dr Vasdev advised the group that the training days were arranged by the ICB (integrated Care Board) and that we don't have a choice of which days are chosen. She explained that as a Practice, it is important that the Practice has protected time to Develop staff and grow as an organisation. These times allow for important work to happen behind the scene in a protected way. The Practice training day next week will be around Staff wellbeing which forms part of the contract this year, alongside an Educational around Sepsis and protected time for staff to complete their Mandatory training which can take hours. This is also a CQC requirement, to which the practice could lose its rating of "Good" if not completed.</p>
<p>8.</p>	<p>AOB</p>
	<p>The group asked if any updates on the premise issues could be shared on the website, when and as. The Practice agreed.</p> <p>SS – read out to suggestions from the box in reception</p> <ul style="list-style-type: none"> • The Ticket Machine and queuing in Reception and how some patients don't take a ticket after seeing a GP and the patient having to book a follow up. Can we open another desk? All desks at the front are taken with receptionist doing admin work when the blinds are down. There is an issue with space in the practice. We can only resource the front desk with 2 Receptionist at a

	<p>time and this is also dependant on resource on the day</p> <ul style="list-style-type: none"> • Flower Pictures in the waiting room which had been donated to the practice by the Flower Club - why theses have been covered up with another Artists Paintings. These have now been restored to original pictures.
14.	Date of Next Meeting
	Thursday 26th October Time, format(f2f or Video) and Venue to be agreed