

# SEAFORD MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

## NOTES OF A MEETING HELD ON Thursday 30<sup>th</sup> March 2023

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

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| <b>1.</b> | <b>Notes of meeting held on 10th October 2022</b>  |  |
|           | The notes, having been previously circulated, were agreed.   |  |
| <b>2.</b> | <b>Review actions from meeting held on 10<sup>th</sup> October 2022</b>  |  |
|           | All actions were reviewed and noted as completed or in progress.<br>Specific actions highlighted: <ul style="list-style-type: none"> <li>• For SMP's Website to have the link to their Facebook page to complete action</li> </ul> |  |
| <b>3.</b> | <b>Review of Chair Person position as per the terms of Reference</b>   |  |
|           | All agreed, that Sue Smith will carry on as PPG Chair – for ever!  |  |
| <b>4.</b> | <b>Update from Practice</b>  |  |
|           | <b>4.1</b>   | <b>Staff update</b>  |
|           |  | <p>SMP have welcomed:</p> <ul style="list-style-type: none"> <li>• Dr Rupert Hutchinson (Jan)</li> <li>• Dr Sarah Richards (April)</li> </ul> <p>The following staff will be joining SMP:</p> <ul style="list-style-type: none"> <li>• Grant Turner (June) Clinical Pharmacist</li> <li>• Debby Chadwick (May) Pharmacy Technician</li> </ul> <p>SMP sadly said goodbye to :</p> <ul style="list-style-type: none"> <li>• Dr Herridge</li> <li>• Dr Hallur</li> </ul> <ul style="list-style-type: none"> <li>• Lydia Edwards (HCA) will be on maternity leave from May.</li> </ul> |

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|           | <b>4.2</b> | <b>Additional Hour and on-going recruitment</b>  |
|           |            | <p>The practice currently has a vacancy for a Practice Nurse, which proving difficult to recruit to.</p> <p>The Prescribing Team has had an increase in hours to help with demand.</p>   |
|           | <b>4.3</b> | <b>Complaint Review Meeting</b>  |
|           |            | <p>The Practice received 56 formal written complaints with 50 of them being justified. Access and waiting time for a GP appointment are the key trends and is in line with the national trends within Primary Care.</p> <p>The Practice continues to improve their services with new ideas and strategies.</p> <p>Full reception resource is applied to the telephones between 8am and 9am in order to meet demand, with one member of staff on the front desk for face to face Reception queries. This appears to be working well although on-going monitoring will continue.</p> <p>HT made a suggestion of having a call back system, which the Practice will look into.</p> <p>Dr Vasdev updated the meeting on its plans to implement Accurx Triage, the aim of which is to support demand. This will be an on-line triage system which will enable the Acute Team to triage more efficiently and in turn ensure the patient is seen by the correct Health Care professional the first time. This is a work in progress.</p> <p>Practice activity data was shared and a discussion was held regarding its validity and possible ways of improving on data performance.</p> <p><b>Action: CI asked if the practice can communicate this data with the group going forward AP /LD to take forward quarterly</b></p> |
| <b>5.</b> |            | <b>On the day appointments and secretarial phone in times</b>  |
|           |            | <p>SH raised a question regarding test results, and queried the current secretarial phone-in times and availability.</p> <p>SS encouraged anyone with the <a href="#">NHS app</a> to look at their results through this platform.</p> <p>For any results that a hospital has requested to go online via the app - <a href="#">Patient Knows Best</a></p> <p>LD advised the group the secretaries' phone-in was available from 8.30 -10.30am and for urgent results patients are able to speak with a receptionist who will put you through to the secretaries in the afternoon after 2pm.</p>  |

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|            | <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><b>Action: LD to discuss and add to future letters.</b></p> <p>SH asked if the acute team and all clinicians can be reminded to introduce themselves when talking with patients.</p> <p><b>Action: LD to remind the team.</b></p>   |
| <b>6.</b>  | <b>Patients with no named GP</b>  |
|            | <p>Dr Vasdev advised the meeting of the Practice's intention to have all patients allocated to a named GP by the end of July. It was noted long-term locums have been supporting the Practice over the past six months providing GP appointments for unallocated patients.</p>  |
| <b>7.</b>  | <b>GP Contract Changes from 1<sup>st</sup> April 2023</b>   |
|            | <p>The meeting was updated on the key changes imposed on the existing GP contract, which come into effect from 1<sup>st</sup> April 2023. Access is a priority and work is already underway by the Practice to implement Accurx Triage, which aims support this.</p>  |
| <b>9.</b>  | <b>Minor Injury Unit</b>  |
|            | <p>GP asked when Seaford will have a minor injuries unit.</p> <p>The meeting heard how this service would have to be funded and commissioned by NHS Sussex (the local Commissioners).</p>   |
| <b>10.</b> | <b>The Shore and SMP's involvement</b>  |
|            | <p>The meeting was advised the Shore has been purchased 'at risk' by Old School Surgery. To date there was little information shared regarding plans for the building.</p>  |
| <b>11.</b> | <b>Patient and Colleague Survey</b>   |
|            | <p>SV offered thanks to the PPG for helping to share the questionnaires.</p> <p>Following some discussion, the purpose of the survey was clarified and it was confirmed this specific survey was for individual clinicians to support their revalidation and continuing professional development and it was noted this survey was not to be confused with the annual patient survey.</p> <p>The results of the survey will be made available to individual clinicians and will not be shared.</p> |
| <b>12.</b> | <b>Time, Venue format for next meeting</b>  |
|            | <p>Discussion held regarding future meetings, including the opportunity to make the meeting more inclusive.</p> <p>Agreed to hold the group three times a year.</p>   |

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|            | <p>Agreed next meeting will be held at 4pm in the Council Chambers.</p> <p><b>Action: LD to book and confirm with the group.</b></p>   |
| <b>13.</b> | <b>AOB</b>   |
|            | <p>ZG asked if the Practice will add the address of the practice to the signage outside the building</p> <p><b>Action: AP will arrange for this, once new signage has been agreed.</b></p> <p>Discussion about encouraging patients to use technology and updating SMP website. Offers of help and support were made from PPG members.</p> |
| <b>14.</b> | <b>Date of Next Meeting</b>  |
|            | Thursday, 29 <sup>th</sup> June 2023, 4pm – Council Chambers (to be confirmed).  |