**Selsey Medical Practice PG Meeting**

**Virtual Meeting via Zoom held on Monday 23rd November 2020 @ 11.00am**

**MINUTES**

**Attendees** –Bob Arnold, Barbara Shepherd, Gwyn Cope, Rosemary Cook, Jay Dinnick, Dexter Williams, Nicola Collins (SMP), Sarah Rose (SMP)

1. **Apologies**

Lilian Livingstone (received post meeting)

1. **Minutes meeting held on 17th August 2020**
2. Minutes agreed
3. **Update on agreed actions**
4. PG – ongoing
5. Waiting Area – not achieved – to remove from Action Log and consider at a later date
6. Referrals Advice Leaflet – ongoing
7. PG Recruitment - ongoing
8. Medication – ongoing
9. ChAMP – feedback circulated prior to meeting
10. PPG – feedback circulated prior to meeting
11. Future Events – on agenda
12. Information – circulated to group
13. Friends – ongoing
14. Staff Abuse – discussed – to monitor

1. **Practice Updates & Developments**
2. E-consult running well – popular with GPs, but some patients struggle to use it as thought too long and restrictive. SMP unable to amend e-consult form. Has been in use for 9 years although new to SMP and is a contractual arrangement. SMP will always keep phone option as well as e-consult.
3. Flu vaccination uptake for over 65s much better this year = 75% so far (3100 since September). Under 65s uptake not so good – to promote. Next cohort 50 – 64 not yet officially informed.
4. COVID19 vaccination programme. Designation of central place in Chichester area being discussed. Many logistical challenges and vaccine only lasts 5 days out of the ‘fridge. Oxford vaccine not available until March/April 2021. First cohort to be over 85s. Letters had been distributed erroneously indicating vaccination required as patients vulnerable. PG offered assistance where possible dealing with logistics.
5. Staff changes – 4 new receptionists being trained and one new receptionist being recruited. GP on long term sick leave expected to return shortly. One HCA left as moved away. Community nurse, Crystal, joined SMP nursing team. 2 trainee GPs leaving at end of November and 2 new trainee GPs commencing in December.
6. New phone system to be installed on 9th December 2020 – key improvements = unlimited lines, request call back function and internal transfer to free personnel.

1. **DNA**

Almost non-existent at present.

1. **Staff Abuse**

Still ongoing and is national problem. Patients not happy going through phone triage system; staff to put phone down if too bad. Suggested using press to highlight problem – SMP to discuss with ChAMP.

1. **ChAMP/PRB/CG**

Feedback distributed prior to meeting – no further comments.

1. **Patient Survey**

680 returns from June 2019 survey. SMP results fared well. Next survey to be planned in May. To aim for views of younger age group – SMP to share age demographics. Unable to e-mail patients. To use Selsey Grapevine. To investigate using mail drop, using on-line function, approaching schools.

1. **Future Events**

In abeyance at present. Investigating Nuffield holding event using Teams. To try one to ascertain if successful, but not to be the norm. To investigate what is available and most popular.

1. **AOB**
2. Requested glossary of acronyms – see below
3. AGM 16th December 2020 via Zoom – open to public. Terms of reference to go from 28 days to 14 days for advertising – to be put to AGM for discussion.
4. **Date of Next Meeting**

Monday 8th February 2021 at 11 am.

There being no other business the meeting closed at 12.20pm

**GLOSSARY OF ACRONYMS**

AGM Annual General Meeting

ChAMP Chichester Alliance of Medical Practices

CON Coping with crying baby/Ok to comfort/Never shake baby

DNA Did Not Attend

DNR Do Not Resuscitate

HCA Health Care Assistant

ICS Integrated Care System

LCN Local Community Network

MIAMI Minor Injury And Minor Illness

PCN Primary Care Network

PG Patient Group (Selsey group elected to use this term)

PPG Patient Participation Group

PRB Patient Representative Board

RESPECT Recommended Summary Plan for Extra Care And Treatment

SECAMB South East Coast AMBulance

SHCP Sussex Health and Care Partnership

SMP Selsey Medical Practice

Sussex CCG Sussex Clinical Commissioning Group

WSx CCG West Sussex Clinical Commissioning Group