

Selsey Medical Practice PG Meeting

Monday 6th February 2023 @ 4.30pm in SMP Library

MINUTES

Attendees – Patrick Rowe, Nathan Rose, Gwyn Cope, Jess Stevens (SMP), Lilian Livingstone, Nicola Collins (SMP), Barbara Shepherd, Mike Nicholls, Dr Rachel Jameson (SMP)

1) Apologies

Bob Arnold, Shelley Gorys

2) a) Minutes of the Meeting held on 5th December 2022

Minutes agreed

b) Matter Arising

None

3) Update on agreed actions

- a. Patient Information – actioned – bullet points on screens
- b. (i) Appointment access monitored and improved
(ii) Pharmacy referral and impact ongoing
- c. Blood Pressure – to ascertain best times for PG to assist - ongoing
- d. Electronic Newsletters – need to obtain more e-mail addresses - ongoing
- e. Flu Clinics – publicised in Selsey Life – completed. Last clinic 15.2.23
- f. Evening Seminars – Angela Skull on colorectal booked for 3.5.23 at Town Hall 7.00pm – helpers at 6.30pm
Considering healthy eating/weigh better for September
- g. DNAs – when Newsletter due number to be published
- h. GP Hours – working hours on surgery screens - completed
- i. Blood Tests – unnecessary to put booking telephone number on screens - completed
- j. Solar Panels – Medical Centre Developments approached – no action required at present

4) Practice Updates and Developments

- i) Staff updates – New receptionist Nicky Dettmer commenced. Losing PCN Pharmacist plus some hours of PCN Pharmacy Technician. No response to adverts for GP.
- ii) Complaint re data breach reported to ICO.
- iii) Flu vaccinations completed 60% not at risk 2/3 year olds, 41% not at risk 50-65 years, 88% 65+ years, 63% clinical risk babies – 65 years. Offering vaccinations until end of March.
- iv) Phone calls – call escalation investigated and more staff utilised during peak usage. Text messages and booking links used when appropriate to reduce calls. Patients now asked to submit e-consult for sick certificate requests. Patients encouraged to download NHS App to access test results as will include GP comment (also available as website), rather than Patient Knows Best. Positive feedback on hold messages and music. Direct route for cancellation messages still under discussion regarding possible safety.
- v) Selsey Care Shop launching buddy transport scheme from 6.2.23 for patients unable to attend without it. Supported by Friends of SMP.
- vi) Policy change – patients outside practice area being contacted and asked to register at a closer practice = approx. 300 patients.
- vii) Mobile Covid vaccination unit in Selsey on 31.1.23 and 2.2.23 busy.

5) External Meetings

Report distributed. Face to face meeting in Billingham on 11.5.23 with W.Sx PPGs and ICB to discuss the future agenda plus where the Patient Groups sit within this new organisation. 2 reps from each PPG invited.

6) Any Other Business

- a) Petition for minor injury unit in Selsey – none of PG aware of it.
- b) Strategic planning of health services locally discussed. PG agreed with Care Shop chair that it would be useful to have all relevant groups involved to achieve maximum benefit for the community. Group to be set up to include PG.

10) Date of Next Meeting

Monday 17th April 2023 – to be followed by AGM. 6.00pm to set up and meeting to commence at 6.30pm in the Town Hall. Help required to set up and serve refreshments.

Meeting closed at 5.50 pm