

Selsey Medical Practice PG Meeting
Monday 5th August 2024 @ 4.30pm in the Library at Selsey Medical Practice
MINUTES

Attendees – Ali Archer, Noel Long, Mike Nicholls, Carol Purnell, Barbara Shepherd, Sue Watson, Lilian Livingstone, Nathan Rose, Jess Stevens (SMP), Nicola Collins (SMP).

1) Apologies

Ahmed Bouariche – resigned due to family commitment.

2) a) Minutes of the Meeting held on 13th May 2024

Agreed

b) Matters Arising

None.

3) Update on Agreed Actions

- a. Pharmacy Patient Outcomes – audit commenced – 20 patients referred last month.
- b. Cancellation Message – provider not yet made available for SMP phone system & no date given for commencement.
- c. Phone Update – in abeyance. To investigate whether messages can be repeated.
- d. External Meetings – on Agenda.
- e. GPIP – unable to change frequent attenders & audit due in September to review appropriate use of appointments.
- f. NHS Website – On Agenda.
- g. Seminar – On Agenda.
- h. Water Dispenser – on Friends Agenda.

4) Practice Updates and Developments

Report distributed to PG

- i) Thanks expressed for PG support in surgery & for annual survey + discussed confidentiality.
- ii) Surgery activity data & phone data shared with PG.
- iii) High levels of sickness including Covid & staff vacancies.
- iv) Cove sending holidaymakers to surgery instead of signposting elsewhere – Councillor contacted to address situation.
- v) For longer appointments clinician contacting non-attending patients for explanation. July – increased DNAs for GPs.
- vi) 2 new receptionists commenced + need to recruit 2 more due to retirements. Dr. Nisham Ghimire commencing end of October 3 days per week (currently locum) + Dr. Goodhead returning from maternity leave at end of November. Aiming to eventually reduce reliance on locums = more continuity for patients. Health & wellbeing coach role ending in September as no further funding.
- vii) Compliments & complaints discussed + recent attitude of some patients towards patient services staff. July Family & Friends satisfaction results slightly down.
- viii) National GP Survey show above average for local area.
- ix) Flu & Covid vaccinations start on 2.10.24. – to provide Saturday clinics. New vaccination this year – Respiratory Syncytial Virus (RSV) commencing 1.9.24 for pregnant women & over 75s.
- x) Currently auditing Pharmacy First to ascertain whether saves GP appointments.
- xi) Saving General Practice - precis write up re 'GPs on your side' sent to ChAMP PGs for discussion at next meeting.

5) Report from External Meetings

Report distributed from W.Sx PPG meeting on 11.7.24 (attended by Mike Nicholls).

Reported much contrast between achievements by Selsey PG & elsewhere.

6) Community Forum Report (Care Shop)

Report distributed – demand in Care Shop increased 16% this year. Robin scheme covering later life, end of life and eternal life.

7) Seminar

Seminar 17.9.24 – posters to be distributed + put on PG website, Facebook & surgery screens. Already on Council's 'What's On in Selsey' page.

8) NHS App Training

Difficulty for patients proving identity if they do not have relevant documentation. Then need to ask surgery for access code. Process needs to be rigorous as accessing medical records, but local population struggle with technology.

9) Survey

Ahmed Bouariche agreed to analyse survey, but can no longer undertake this. Survey forms to be retrieved and taken to surgery for analysis. Written comments analysis to be headed 'Feedback'.

10) Rota

Receptionists to be asked for feedback re effectiveness of PG attendance in surgery. No presence during August because of holidays. To commence again in September.

11) Any Other Business

- i) Summer Newsletter to be distributed to PG.
- ii) Waiting room music changed.

12) Date of Next Committee Meeting

Monday 30th September 2024 at 4.30 pm.

Meeting closed 5.50 pm