

Selsey Medical Practice PG Meeting
Monday 25th November 2024 @ 4.30pm in the Library at Selsey Medical Practice
MINUTES

Attendees – Ali Archer (AA), Mike Nicholls (MN), Barbara Shepherd (BS), Sue Watson (SW), Nathan Rose (NR), Shelley Gorys (SG), Noel Long (NL), Lilian Livingstone (LL), Jess Stevens (JS)(SMP), Nicola Collins (NC)(SMP), Dr. Rachel Jameson (RJ)(SMP).

1) Apologies

None – LL apologised in advance for not attending for some time as having surgery.

2) a) Minutes of the Meeting held on 30th September 2024

Agreed

b) Matters Arising

None.

3) Update on Agreed Actions

- a. Phones updated – completed.
- b. NHS Website – no longer required - support given if necessary. Computer literacy provided at Care Shop.
- c. DNAs – in Surgery report – to remain on Action Log.
- d. Rota – on agenda.
- e. Seminar – meeting men’s breakfast at Carraway House tomorrow to discuss men’s health venue. SG to give contact details for football club as venue. Staying well in later life not investigated yet.

4) Practice Updates and Developments

Report distributed to PG

- i) ABC taken over work of IPC – some teething problems.
- ii) Overhaul of appointment system – only online consultations to be used - discussion ensued.
 - a) Assured adequate staff to answer phones
 - b) All forms to be triaged by GP same day and offered appropriate appointments
 - c) Of the present two daily emergency GPs one will be triaging.
 - d) Dr. Goodhead returning from maternity leave and actively trying to recruit a new GP.
 - e) Reviewing written option. Investigating tablet/laptop in surgery to request patient consultations.
 - f) Patients being informed via text messages, leaflets, Facebook, surgery screens.
 - g) PG to view pilot before going live so we are able to support patients.
 - h) Holidaymakers to be treated no differently and encouraged to contact own GP if appropriate.
 - i) Will make it easier to monitor patient demand at surgery as all requests to come from one source.
 - j) Hoped that once new system embedded patients would be seen by the right person in the right time frame. Also that eventually there would be less queueing on the phones.
 - k) Lack of compassion expressed by MN and would impact on Care Shop services.
- iii) Missed appointments – discovered text reminders had been switched off during recent phone upgrade – now reinstated. Also discovered high numbers of missed

- nurse appointments – now ringing to remind (found some were admitted to hospital) and also reduced booking ahead to 4 weeks instead of 8 – 12 weeks.
- iv) Still looking to recruit new GP & diabetic nurse.
 - v) October Friends & Family test – higher number of responses & higher satisfaction rate.
 - vi) 4187 flu vaccinations so far + total number of 2702 Covid vaccinations given. All housebound and care home patients vaccinated. To have 2 more targeted flu clinics. Flu clinics are all in addition to normal workload.
 - vii) RSV vaccinations now being given – unable to administer with other vaccines. For 75+ age group.
 - viii) Pharmacy First working well – only around 15 referrals per month from surgery and at least 2 reports daily to surgery from pharmacy.
 - ix) 2 official complaints received this month, one re clinical care. 2 warning letters sent to patients for unacceptable behaviour.
 - x) PG views sought on surgery capacity/appropriate use of surgery/difficulty getting appointments/disorganisation/patient attitude. Discussed.
 - xi) Collective action – working to safe capacity; not taking work which should be undertaken by other providers (such as hospital blood tests and hospital prescribed medication) – consultants being made aware; Local Medical Committee asked for surgery to review current services to ensure not running at a loss (phlebotomy being reviewed at present).

5) Report from External Meetings

Report from W.Sx and ChAMP (face to face meeting) in Tangmere distributed. Main issued discussed was demise of IPC and their services – all discussed within surgery updates.

6) Community Forum Report (Care Shop)

Report distributed – increasing workload. 765 visits to shop last month. Service commended.

7) Survey

Comparison from last year difficult as far less completed surveys. Difficulties for those without Iphones using QR code although could go through website. Survey conducted differently as PG only in surgery for short time each day, although for a longer period. Overall surgery satisfaction matched 2023. NR suggested next year's survey forms be handed out at flu clinics – committee agreed.

8) Rota

Receptionists felt that PG presence in surgery worthwhile, but did not represent fair use of members time. PG presence had now meant more patients were taking their own blood pressures in the surgery. BS & AA to discuss further rota duties.

9) Any Other Business

BS to email re possible committee Christmas meal in January.

10) Date of Next Committee Meeting

Monday 6th January 2025 at 4.30 pm.

There being no other business, the meeting closed at 6.29 pm