

1) Agreed Actions

- a. DNAs – Slight improvement this month, but lot of DNAs 31.3.25. Text reminders not received – under review. Reduced advanced appointments for nurses.
- b. Seminar – Caraway Care Home to host free Men's Health seminar. Venue for younger age group still to be contacted. Later Life Planning discussed with Karen Pirks.
- c. Rota – not required until Autumn flu clinics.
- d. Survey – to take place at Autumn flu clinics.
- e. Pharmacy First – not yet completed – to be added to Facebook.
- f. New Member – PP welcomed to committee. TOR given & confidentiality agreement completed.
- g. Poster – removed after 10.00 am on front desk – completed.

2) Practice Updates and Developments

Report distributed to PG.

- i) Total triage model to go live on 14.5.25.
- ii) Missed appointments – February figures decreased.
- iii) Still looking to recruit new GP. Secured some longer term diabetic hours - Yolanda Hewitt-Coleman to do some sessions. New HCA on reception – Gloria Bates & one current receptionist moving to admin.
- iv) February Friends & Family test – satisfaction decreased from 97.4% to 93.6%.
- v) 5 formal complaints since last meeting – no themes.
- vi) Flu vaccinations finished 31.3.25. Good uptake of RSV vaccinations & shingles uptake remains steady. Covid vaccinations start in April – surgery hoping to do care homes, but vaccine deliveries uncertain. Childhood immunisation uptake good.

3) Report from External Meetings

Distributed resumes on Producing PPG Newsletter 26.2.25, Community Support Services after leaving hospital 10.3.25, Urgent & Emergency Care 10.3.25.

4) Community Forum Report (Care Shop)

Report distributed. BS also distributed to Friends. Community Forum in negotiations with editor of Sidlesham Spread to investigate becoming Sidlesham and Selsey Spread as Selsey Life no longer published. Funding would be required. Health and Inequalities project for NHS Sussex undertaken & all requirements fulfilled – good project to be involved in.

5) Any Other Business

- i) AA reported patient given appointment on Saturday & not sure where to go & text message not received. SMP to review.
- ii) Feedback from patient – given precise time for telephone appointment & not received at given time. No precise time should be given – only either AM or PM.