

## Selsey Medical Practice PPG Meeting

Tuesday 13<sup>th</sup> March 2018 @ 3.30pm in Library of SMC

### MINUTES

**Attendees** – Bob Arnold (Chairman), Sarah Rose (SMP), Allison Turner (SMP), Nicola Collins (SMP), Vicky Cockram, David Boyt, Barbara Shepherd

#### 1) Apologies

Anthony Wibberley, Rosemary Sparrow, Gwyn Cope, Rachel Jameson

#### 2) Minutes of last meeting held on 12<sup>th</sup> December 2017

- a. Minutes agreed
- b. No matters arising

#### 3) Update on agreed actions

- a. Terms of reference circulated to PPG members - on agenda
- b. LCN/PPG Meeting – no information
- c. Waiting area – on agenda
- d. DNA review – on agenda
- e. Future events – on agenda
- f. Christmas time rotas/opening hours - completed

#### 4) Practice updates and developments

Newsletter e-mailed outlining latest news and information from SMP

MJog text messaging service set to make big difference to attendance rates by allowing patients to cancel appointments by replying to text. Will also be used to call patients for annual health checks and to ask for friends and family responses – SMP to ensure compliance with new Data Protection regulations.

General business still under pressure. To avoid admissions or enable hospital release CCG have opened beds locally to fulfil needs of medically fit but not socially dependent. Staff sickness has been an issue prompting SMP to stop the non-funded ear syringing service in line with other practices in the locality. Furthermore, Dr. Subramanian has left - interviews for replacement to be held shortly. Additionally, two Chichester practices have closed their patient registration lists.

MIAMI – Clinics to be held every Monday and Wednesday at Cathedral Medical Practice only. From October 2018 to be held 8am-8pm 7 days a week with urgent 24/7 coverage at St. Richard's and Bognor Hospitals. 111 telephone service being re-commissioned.

Complaints – practice undertakes significant events analysis to rectify mistakes. Patients informed if they are affected. All electronic communications are by e-mail to secure addresses and fax is no longer used.

Summary Care Records – patients elect to sharing with other authorised staff in health and care and can consent to activating their Enhanced Summary Care Record. System1 has improved their software security.

Social prescribing – Chichester Association of Medical Practices together with WSCC to provide this service to assist patients access the required help.

PACE Setter – new links on the website have been created to help patients.

#### **5) Proposed amendment to PPG Terms of Reference**

Terms of Reference to be amended to read “Four patient members shall form a quorum at any Annual Meeting”.

#### **6) Arrangements for Annual Meeting**

To be held on a Saturday – at least 14 days notice to be given. Date to be confirmed.

#### **7) LCN/CCG Patient Group feedback**

Deferred until next meeting.

#### **8) Waiting Area**

Mental Health boards done, notice boards have been decluttered and tidied. Old booking in screen spaces have been covered and the hearing loops have been revamped. Pictures still being discussed.

#### **9) DNA Review**

DNA numbers have reduced following text message reminders and MJog may help even more. DNA average now 165 per month – reduced from 234 in March 2017 to 157 in February 2018. Letters being sent after 3 DNA appointments. SMP unable to pinpoint DNA reasons. DNA policy and cost message to be printed on reverse of appointment tickets.

#### **10) PPG Week Planning and Survey**

Last year’s survey to be studied for effectiveness –feedback from over 300. To have stand to encourage people to join and aim for over 300. To man stand from 8.00am-10.30am and from 4.00pm-6.00pm. To review questions on questionnaire and to remove question on travelling distance – PPG to discuss on Tuesday 24<sup>th</sup> April 2018 at 1.30pm in SMP Library.

#### **11) Future Events**

Discussed highlighting diabetes – World Diabetes Day is 14<sup>th</sup> November 2018. September – men’s urology awareness month. June – cervical screening.

Speakers, resources and venue to be arranged.

#### **12) Any Other Business**

To time next meeting to allow doctor to attend.

#### **13) Date of Next Meeting**

Thursday 17<sup>th</sup> May 2018 at 12.30pm

There being no other business the meeting closed at 4.55pm.