

# SEAFORD MEDICAL PRACTICE PATIENT PARTICIPATION GROUP

## NOTES OF A MEETING HELD ON Thursday 8th February 2024

<b>Present:</b>	Sue Smith (PPG Chair) Dr Shavetha Vasdev Lorraine Downey Penny Lower Sue Hewer Allen Snell John Edson	Zena Gibbs Jill Allen Valerie Sng Des Pritchard Angela Paice Nic Hone Heather Turner	Myrtle Kracker Charis Isted Sally Anne Heaseman Kirsty Ingram Val Callon Mark Wilkinson Linda Wallraven
<b>Apologies:</b>	Mary Day, Pam Burleigh, David Burleigh, Steve and Christina Machan Maggie Chitty		

<b>1.</b>	<b>Welcome New Members: Mark Wilkinson and Mary Day</b>
<b>2.</b>	<b>Presentation from Kirsty Ingram- South Downs Health and Care Ltd</b>
	<p><b>Kirsty introduced herself and gave an overview of South Downs Health and Care Federation-Please see attached slides</b></p> <p><b>For any queries or more information please email:</b></p> <p><b>Feedback Email</b> <a href="mailto:sdhc.feedback@nhs.net">sdhc.feedback@nhs.net</a> and website <a href="http://SouthDownsHealth&amp;Care.org.uk">South Downs Health &amp; Care (sdhc.org.uk)</a></p>
<b>3.</b>	<b>Notes of meeting held on 9th November 2023</b>
	The notes, having been previously circulated, were agreed.
	<b>Review actions from meeting held on 10<sup>th</sup> October 2022</b>
	<p>All actions were reviewed and noted as completed or in progress.</p> <p>Specific actions highlighted:</p> <ul style="list-style-type: none"> <li>• Concerns were aired by the group about being able to hear conversations from the back office, which were not appropriate <b>LD/PC addressed this with staff</b></li> <li>• The group discussed the screens in the waiting room. The specific issue related to the size of the information on screen, often being too small to read. <b>Action: PC to review slides shared. PC to Laminate and put posters in the waiting room. Completed. Also agreed to communicate with the patients more in the waiting room when GPs /Clinicians running late. Screens updated every Half hour and if longer receptionist verbally speaks with waiting room -completed</b></li> <li>• Discussion around how to be able to send BP reading into the Surgery – <b>Action - The Practice to ensure that the website has correct details and BP email address – Completed</b></li> <li>•</li> </ul>
<b>4.</b>	<b>Update from Practice</b>

<b>4.</b>	<b>Practice Website/PPG News Letter</b>
	AP currently working closely with Charis and Sue H who are reviewing the Practice website. AP thanked then both for all their help. Also discussions around producing a PPG news letter – AP looking for more input from the group, which can be shared with wider community.
<b>4.2</b>	<b>Accurx Patient Triage Update</b>
	Dr Vasdev discussed the current system and how the practice continues to review and make tweaks to increase capacity. Looking to be able to have the system open all day in the future. MW asked if the practice can put up notices in the waiting room advising that the system will close once we are capacity. <b>:Action PC/LD to arrange for this</b>
<b>4.2</b>	<b>Update on Dr Jackson</b>
	SV advised that group that Dr Jackson continues to do well with his recovery and still works behind the scene. He is looking to return to us later in the year. Discussion about who is responsible for Dr Jackson patients- SV told the group that we have a Locum Called Dr Fiona Humphreys who currently seeing Dr Jackson’s routine appointments, any acute problems are shared amongst the partner. <b>Action : PC to remind the Receptionist re Dr Humphreys covering for MJ</b>
<b>4.3</b>	<b>Pharmacist 1st</b>
	Concerns raised regarding the new Pharmacist 1st Service from both the group and Dr Vasdev
<b>4.4</b>	<b>Practice Data</b>
	PC gave the group a handout of the Practice data about how many appointments the GP’s other clinician have had over the last few months. Along with the Patient Triage data and Telephone data. It was discussed within the group about how this was collated. DP asked if there could be a paragraph at the bottom of each page clarifying the data. DP spoke with PC after the meeting to discuss going forward.
<b>5.</b>	<b>Handwritten letters clarification of practice approach CI</b>
	SV clarified why the Practice was looking to reduce the handwritten letters that patient send in and how more often or not these letters are 4-6pages long with lots of different medical conditions. The practice are not stopping hand written letters, but by asking patient to fill out a template, which is more concise, the problems can be addressed quicker. Suggestions for the paper template to be more accessible <b>Action: More printed copies to be put on the table in the waiting room and the template to be added to the website</b>
<b>6.</b>	<b>Blood Test request by Brighton Hospital – why can’t it be done by the practice</b>
	Discussion around the reason why the practice cannot do Brighton Hospital Blood Test requests. The reason being that the courier service does not cover Seaford, they only go as far as Newhaven. <b>Action: to Ask the Newhaven surgery’s if they would be able to take the bloods for our patients</b>
<b>7.</b>	<b>Mother and Baby Parking Spaces</b>

	SH asked if we can consider parking for parents in the front car park : <b>Action AP to follow up with NHS Property Service</b>
<b>8.</b>	<b>Appointment with GP request - 6week wait?GP</b>
	SV advised the group that this was correct and this was nationwide for routine GP appointments.
<b>9.</b>	<b>Litter around surgery</b>
	PLEASE REFER TO THE MINUTES OF THE LAST MEETING ITEM 5
<b>10.</b>	<b>Health Hub</b>
	PLEASE REFER TO THE MINUTES OF THE LAST MEETING ITEM 6
<b>11.</b>	<b>The offering of private consultations in our local GP services which include gift cards schemes- is the surgery involved JE</b>
	Kirsty Ingram informed the group about SDHC's Private GP services during her presentation, and reassured the group that there where no gift card, but there was a way of buying a block of appointments.
<b>12.</b>	<b>Mental Health Services - ZG</b>
	Unfortunately, this question was not discussed as unsure of the original context
<b>13.</b>	<b>Annual review of chair person</b>
	Sue is still happy to continue as Chair, but if anyone else would like to be considered for the post please can you put your name forward. This is in line with the policy that requires it to be discussed annually. Sue will be the chair forever! All agreed
<b>14.</b>	<b>AOB/Suggestion Box</b>
	SS - The TV screen and waiting time and accuracy of the information showing <b>Action: PC to ensure this correct throughout the day.</b>
	CI asked if the Practice attended the Seaford Stakeholders group – this was confirmed by the practice.
	CI Asked how the purchase of Grove Road Surgery in Eastbourne by Old School Surgery affects the PCN. It was clarified that Grove Road Surgery was a separate Surgery and has joined an Eastbourne PCN.
<b>15.</b>	<b>Date of Next Meeting</b>
	<b>Thursday 9th May 4pm Crossway Chruch Hall</b>