

## Seaford Medical Practice

### Patient Participation Group Meeting

#### Notes of a meeting held on Thursday 3<sup>rd</sup> October 2024

<b>Present:</b>	Sue Smith (Chair)	Dr Shavetha Vasdev – SMP
	Angela Paice – SMP	Paul Colburn – SMP
	Zena Gibbs	Jill Allen
	Valerie Sng	John Edson
	Graham Lower	Penny Lower
	Mark Wilkinson	Myrtle Kracke
	Alan Snell	Janet Hamill
	Mary Day	Heather Turner
	Steve Elston	Maggie Chitty
	Steve Machan	
	<b>Apologies:</b>	Lorraine Downey – SMP
	Charis Isted	Gillian Pinder

<b>1.</b>	<b>Welcome and introductions</b>
	The Chair opened the meeting by welcoming new PPG member, Steven Elston.
<b>2.</b>	<b>Notes of the PPG meeting, held on 9<sup>th</sup> May 2024</b>
	The notes, having previously been circulated, were agreed.  There had also been an interim meeting with the Practice, attended by Sue Hewer and notes had been shared with members following this.
<b>3.</b>	<b>Actions from the PPG meeting, held on 9<sup>th</sup> May 2024</b>
	One outstanding action regarding the Practice website, which will be discussed as an item under Practice Update.
<b>4.</b>	<b>Practice News/Update</b>
	Angela shared a patient newsletter, published this week. This will also be on the Practice website.  Dr Matt Jackson retired as a Partner from the Practice in July.  Dr Rebecca Smith has joined the Practice as a salaried GP, working six sessions per week. Dr Smith will be taking on the majority of Dr Jackson's patient list.

	<p>The Practice launched its new website at the beginning of July. Angela offered thanks to Charis and Sue H for their considerable contribution.</p> <p>The website includes a dedicated PPG page – Angela welcomed contributions from PPG members for the web page. Any contributions should be emailed, in the first instance, to Sue Smith.</p> <p>Flu vaccination bookings have started – clinic sessions are being run by South Downs Health and Care (GP Federation) at the Downs Leisure Centre on Tuesdays and Saturdays.</p> <p>Discussion held regarding concerns about mixed messages for booking and the confusion this has caused. Some patients have had a positive experience in booking others have not. Angela confirmed that this has already been fed-back to SDHC. Also noted issues in booking in couples.</p> <p>Noted there is clearly lots of learning from this and this is SDHC’s first year at providing this service, which is being provided for a number of Practices.</p> <p>A request was made for user-friendly patient guidance on the following vaccine:-</p> <ul style="list-style-type: none"> <li>• RSV</li> <li>• Flu</li> <li>• Covid</li> <li>• Shingles</li> <li>• Pneumococcal</li> </ul> <p><b>ACTION: Practice to produce guidance. Angela will lead on this.</b></p>
<p><b>5.</b></p>	<p><b>Still no hazard stripes on car park bollards (first mentioned before 2021) Zena Gibbs</b></p>
	<p>Angela commented that a further request has been made to NHS Property Services to undertake this work.</p> <p><b>ACTION: Angela will chase this up.</b></p>
<p><b>6.</b></p>	<p><b>Difficulty in arranging appointment John Edson</b></p>
	<p>John raised a query regarding booking appointments on line, stating the process appears confusing. There is also a perception that the phone lines close during the day.</p>

	<p>Dr Vasdev responded confirming the phone lines do not close during opening hours. However, noted John's comments and will review the process to see if this can be simplified.</p> <p><b>ACTION: Paul and Dr Vasdev to review.</b></p> <p>A question was raised regarding how best to get a message to the doctor. Dr Vasdev responded with the following options:</p> <ul style="list-style-type: none"> <li>• Add a note to a prescription request.</li> <li>• In paper form but note GP does not always see this as some requests are intercepted by Prescription team or Secretarial team.</li> <li>• Call the GP's secretary.</li> <li>• Overall preference – to use the NHS app or prescription email, the address is as follows: <ul style="list-style-type: none"> <li>○ <a href="mailto:sxicb-esx.prescriptionrequests-seafordmedicalpract@nhs.net">sxicb-esx.prescriptionrequests-seafordmedicalpract@nhs.net</a></li> </ul> </li> <li>• Triage form is also available for queries</li> </ul> <p>In addition BP results can be sent via dedicated email at the following address: <a href="mailto:sxicb-esx.smp-bpreadings@nhs.net">sxicb-esx.smp-bpreadings@nhs.net</a></p> <p>Other options for providing the results are text via Accurx and also in paper form, delivered to Reception.</p>
7.	<p><b>Communication with EDGH &amp; other providers Penny Lower</b></p>
	<p>Dr Vasdev explained that when a referral to secondary care is made, this transfers the care to that provider. Therefore, if a patient needs to query their referral or check when their appointment is, it is best to call either the hospital appointment team or the Consultant's secretary.</p> <p>The following is a link to the Eastbourne Hospital website:  <a href="http://Your%20outpatient%20appointment%20%E2%80%93%20East%20Sussex%20Healthcare%20NHS%20Trust%20(esht.nhs.uk)">Your outpatient appointment – East Sussex Healthcare NHS Trust (esht.nhs.uk)</a></p> <p>In addition the NHS App should also show an acknowledgement of a referral.</p>
8.	<p><b>New recruits, triage system/appointments &amp; dermatology department Steven Elston</b></p>
	<p>Steven asked a range of questions relating to the Practice workforce and specifically asked if the Practice has got enough staff. Dr Vasdev replied stating the Practice does have enough staff and the Practice offers approximately 129 appointments per 1000 patients, per week. Dr Vasdev</p>

	<p>also described how Practice list sizes have grown. Ultimately the Practice is working to ensure is it offering a safe service.</p> <p>Discussion led onto GPs with specialist interests. Dr Vasdev advised all GPs are 'generalists' and see a wide range of conditions. GPs with special interests are still seeing general issues, not just specialist. When an issue is beyond the scope of a GP, this is when referral to secondary care is made.</p> <p>Mental health services were highlighted, in particular the lack of services. Dr Vasdev commented that GPs are able to care for patients presenting with mental health issues and only seek to refer if the patient is in crisis.</p> <p>The option of Chat Bots was raised but Dr Vasdev stated that this type of response would not be able to spot triggers.</p> <p>Discussion held regarding NHS111 and how they appear to be inappropriately pushing patients back to the Practice. Dr Vasdev commented that Paul regularly records these push-backs, which are shared with the health commissioners (NHS Sussex – Integrated Care Board).</p> <p>A discussion was held regarding the possibility of new health premises in Seaford. This discussion has and continues to be held but there are no clear signs of funding to support this. MPs have made various positive comments but again nothing definite has emerged. The conversation is on-going. It was noted the current surgery facilities are no longer fit for purpose.</p> <p>Dr Vasdev concluded that Seaford Medical Practice had for a number of years adopted the BMA's safe working guidance of 25 appointments per GP per day.</p>
<p><b>9.</b></p>	<p><b>Sunday Gardens</b></p>
	<p>It was noted the Sunday Garden Group has been maintaining the grounds at the front of the health centre. Angela commented they continue to do an excellent job and is very grateful for their contribution to making the front of the building look smart.</p>

<b>10.</b>	<b>Patient Blood Group</b>
	Heather queried why GPs do not hold a routine record of a patient's blood type. Dr Vasdev confirmed this information was not routinely held unless the patient has given blood or have gone through maternity services.
<b>11.</b>	<b>Hearing Loops</b>
	A query was raised regarding the number of hearing loops at the Practice. This was confirmed as two – both at Reception. There are no facilities in the consulting rooms, however, GPs are alerted if a patient has any specific needs.
<b>12.</b>	<b>PPG Data Protection</b>
	<p>The Chair reminded group the PPG is separate from the Practice. Any email addresses shared with the Chair remain confidential and are not shared with the Practice. It is up to individual members to share communication details with the Practice separately, if they so wish. The Chair confirmed the only information kept is email addresses on her home computer and this is password protected.</p> <p>If a PPG member passes away, the Chair requested that a member advises her in order to prevent inappropriate apologies.</p>
<b>13.</b>	<b>GPs – Working to Rule</b>
	<p>Heather queried if there is a likely resolution on the horizon. Dr Vasdev responded by stating the new Government has acknowledged the issues and the recently published Darzi report has recognised the current state of the NHS. The Darzi report suggests more funnelling of funding into Primary Care.</p> <p>The discussion led to a suggestion of medical audit, with an expectation this is being conducted on a regular basis to support plans which may see certain services currently offered (eg: phlebotomy) being withdrawn.</p>
<b>14.</b>	<b>Date and Time of Next Meeting</b>
	Thursday, 23 <sup>rd</sup> January, 4pm.