

## Seaford Medical Practice

### Patient Participation Group Meeting

**Notes of a meeting held on  
Thursday 5th June 2025**

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

<b>1.</b>	<b>Welcome and introductions</b>
	The Chair opened the meeting ... SMP thanked the PPG for all that they do for the practice with a little token of their appreciation
<b>2.</b>	<b>Notes of the PPG meeting, held on 13th March 2025</b>
	The notes, having previously been circulated, were agreed.
	<p><b>Actions from the PPG meeting, held on 13th March 2025</b></p> <p>Hazard stripes on car park bollards still not present – AP – AP has contacted NHS Property Services on several occasions – LD will also contact them if no response in the future. <b>Completed</b></p> <p>Review of online booking and telephone access – PC and SV are looking at reforming triage as part of the practice review of Total Triage in line with the new contract- In progress</p> <p><b>Provision of water in waiting room email - Action: SS to send on to LD for a response completed</b></p>

	<p><b>Waiting room Issues-</b> Issues raised when Receptionist leaves the desk –  <b>Action PC to ensure that there will be a sign informing patients that the receptionist has had to step away completed</b></p> <p>Ticket Machine. Many patients still do not take a ticket, which can cause confusion and frustration for patients <b>Action: PC to put a sign up above reception advising patients to take a ticket completed</b></p> <p><b>What/who are the PPG poster for discussion</b> The group were asked to contribute to a poster which will enable PPG to potentially recruit more members <b>Action: Group to look at the poster and feedback any changes to SS in progress</b></p> <p>SH talked about how the subject of how to have a good GP appointment is in the press and suggested some patient information could be added to the website <b>Action: LD/SV to review the document and add to website. Completed</b></p>
<b>3.</b>	<b>Practice News/Update</b>
	<p>In light of increasing financial pressures on the Business, National Insurance rise, Living Wage increase and funding not increasing in line with all these cost pressures, the Practice had to make a difficult decisions and part ways with 2 senior Managers. The Practice thanked both managers for all their hard work during their time with the Practice.</p> <p>The practice has implemented a new process to try and decrease DNA rates. Patients now receive a text message to remind them that they had an appointment and to please phone the dedicated cancellation line (490022 Option 1) if they cannot attend. CI suggested that the practice promote this via the website and Facebook. <b>Action: PC to add to the Practice Website and arrange for the information to be added to Facebook</b></p> <p>Social prescriber Link Worker -The Practices Social Prescriber is moving to a new role – The practice is exploring different initiatives for this service. One being with the Neighbourhood Team who are looking at training for SPLW across the area. The Practice have expressed an interest in this service.</p> <p>PLT training afternoon is 8th July; the Practice will close from 12.30 onwards.</p>
<b>4.</b>	<b>Ardingly PPG day report SS</b>
	<p>SS attended Pan Sussex PPG in April. This was run by Dawn Bamforth – The meeting discussed:</p>

	<ul style="list-style-type: none"> <li>• Standardisation for all PPGs -</li> <li>• Data protection guidelines</li> </ul> <p>The day was informative with a good attendance. SS felt that the SMP PPG did a very good job engaging with Practice. Some members felt the PPG could do more and are willing assist the practice when required. The practice thanked the group.</p> <p>Total Triage is part of the GMS contract this year and the practice is working to implement this service for October 2025. There is currently negotiations between the LMC and NHSE on the safety of these requirements. This is being worked on and the practice will be in touch with members in due course to help with the implementation.</p>
<b>13</b>	<b>Questions/ comments from suggestion box, PPG members</b>
	<b>Action: The Practice to Add a sign above the suggestion box “No Samples”</b>
<b>14</b>	<b>AOB</b>
	<p>ZG – Discussed the Capsule ingredients and how this can be a problem for some patients – Dr Vasdev agreed and advised that if patients have any problems they can contact the practice, as the medication can be changed</p> <p>JA – Informed the group that the Seahaven Hard of Hearing Club has now closed after 60 years due to the lack of volunteers. This was very sad to hear. SV advised the group that the practice has a dedicated email address for patients with Hearing Impairment.</p> <p><a href="mailto:sxicb-esx.smp-hearingimpaired@nhs.net">sxicb-esx.smp-hearingimpaired@nhs.net</a></p> <p>SS – Asked if the Practice will be delivering the Flu Vaccines this year – The Practice confirmed that they will and they will communicate with the patients as soon as they have the dates.</p>
<b>15</b>	<b>Date of next meeting: 30th October 2025</b>