

## Seaford Medical Practice

### Patient Participation Group Meeting

**Notes of a meeting held on  
Thursday 30th October 2025**

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

<b>1.</b>	<b>Welcome and introductions</b>
	The Chair opened the meeting
<b>2.</b>	<b>Notes of the PPG meeting, held on 5th June 2025</b>
	The notes, having previously been circulated, were agreed.
	<p><b>Actions from the PPG meeting, held on 5th June 2025</b></p> <p><b>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-</b> Completed</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</b> in progress</p> <p>Cancellations- if patients cannot attend. CI suggested that the practice promote this via the website and Facebook. <b>Action: PC to add to the</b></p>

	<p><b>Practice Website and arrange for the information to be added to Facebook</b> Completed</p> <p>Add a sign to the Patient comment box <b>Action: The Practice to Add a sign above the suggestion box “No Samples”</b> completed</p>
<b>3.</b>	<p><b>Practice News/Update</b></p>
	<p>LD Thanked the PPG for all their help during the Flu Clinics; the practice has immunised approx. 4000 patients so far and continues to hold clinics during core hours.</p> <p>Congratulations to Dr De Clermont who is expecting her first child next month. She will be going on maternity leave on 17th November. In her absence Dr Soliman, Dr Richards and Humphries will be covering her clinics.</p> <p>Dr Okolie will be finishing her term with the Practice in December after passing her final exams.</p> <p>The Practice will be hosting Medical students from next month.</p> <p>The Practice is currently advertising for an administrator to join the team as CW will be retiring in December after 17 years of service.</p> <p>Total Triage has now been launched – early signs are that it is going well. GP partners and Salaried GPs now complete the triage sessions and ACP colleagues now have clinics every day. Practices across Sussex have different approaches to the government’s contractual changes of opening the online consultations during core hours for routine appointments. The additional workload that the system has produced is being felt by all clinicians and staff. The Practice shared data for the first month of total triage, which showed an increase of 89% month on month usage by patients. Due to the increase in demand the practice now holds a waiting list for routine appointments.</p> <p>The practice has asked for volunteers from the PPG to help educate patients on the triage form in the waiting room and to advertise the NHS app as well. This will be done with a test patient.</p>
<b>4.</b>	<p><b>Feedback from practice on Ambient Voice dictation system Charis Isted</b></p>
	<p>The practice has mixed feedback on the use of the ambient voice dictation system. Dictations are good quality. The system does not store patient’s consultations, these are deleted as soon as the information is copied and pasted into the patient’s records. The practice has strict governance in place for the use of this tool</p>

<b>5</b>	<b>Patient Data – Heather Turner</b>
	<p>Discussion around the use of patient's data in light of information regarding a company call Palantir who has been contracted by NHSE. Unfortunately, the practice could not comment on this as they have not heard of this company, but they agreed with HT how important it is to protect patient data.</p>
<b>6</b>	<p><b>Questions/ comments from suggestion box, PPG members</b></p> <p>AS – Mentioned that a text which was sent out from the practice arrived after the event – apologies from the practice there seemed to be a system error with the software, this was a Sussex wide problem.</p> <p>DP- Asked if the practice was going to being using any AI tools – The practice has tried a few platforms for back-office functions, which have proved to be unsuccessful to date, but we will continue to look at any enhancements which are safe for the future.</p> <p>Questions from CH regarding the volunteering of PPG to help promote the Triage form and NHS App- The question around infection control re the tablet- <b>the practice will provide wipes and gel. The volunteer will not be using the patients details due to confidentiality, but use a test patient to promote both the triage form and NHS APP.</b></p> <p>Access for patients that are unable to use a computer. <b>This has not changed, these patients will still be able to phone or walk in to the surgery where the receptionist will fill out the triage form on the patient's behalf.</b></p> <p>Are other surgeries doing this? <b>Yes- Old School have been doing total Triage for about 8 months but both Newhaven surgery are not.</b></p> <p>What do you want helpers to do with questions that are bound to arise that are nothing to do with the Accurx system / using the NHS app – <b>Please ask the patients to take a ticket and talk with the receptionist</b></p>
<b>7</b>	<b>AOB</b>
<b>8</b>	<b>Date of next meeting: 5th Feb 2026</b>

