

QUAYSIDE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP

Tuesday 5th December 2023 @ 2pm

Notes

Present: Siobhan Moriarty (Practice Business Manager), Gillian Cotter, Margaret Gill, Maureen Hannington, Margaret Hunt, Angela Pattenden, Ruth Rose, Eileen Wood, Stephen Wood, Joan Downard, Marian Stanley, Jean Irvin, Alex Tait (chair)

Chair welcomed Siobhan to her first Quayside PPG meeting and asked all present to introduce themselves.

- 1 Apologies for Absence
Brian Joseph-Horne, Ruth Nathan

- 2 Notes of previous meeting
 - 2.1 Approved.
 - 2.2 All actions covered under agenda items.

- 3 Moving forward
 - 3.1 Newhaven Health and Wellbeing Hub
The project is progressing with minor issues such as bin storage being addressed. IT is still a problem as finance from ICB is limited. Another meeting is due in January and the project should be signed off by our next PPG meeting in March.

 - 3.2 COVID Update/Vaccination Programme
The initial problems with the centrally organised autumn COVID vaccination programme seem to have been resolved and all present had managed to get theirs despite having to travel to various locations. Previous GP organised vaccination programmes had run more smoothly as the GPs understood what was needed.
The winter Flu vaccination programme run by the surgery has gone well for the over 65s with the majority being vaccinated, however only half of the patients at clinical risk in the 18-64 group and few of the infants at risk have come forward so far. Vaccinations are still available and the members of the PPG undertook to encourage their contacts to come for their vaccinations.

Number of patients vaccinated since September –

Age 65 and over – 1621

18-64 at Risk – 864

Under 18 at risk – 59

Age 2-3 - 98

3.3 Access to Cancer Diagnosis Service

There has been national publicity about delays accessing Cancer Diagnosis Services but this does not seem to be major issue locally although the two week urgent referral target is not always met.

4 Practice News

4.1 Face to face v Telephone appointments

About equal numbers of face to face and telephone appointments but that is partly because a telephone appointment often leads to a face to face. GPs generally prefer initial face to face appointments as that can save duplication of contact.

Pressure is building up due to winter ailments and an increase in patient numbers, some moving from other practices and some from increasing local population. New patients tend to have greater initial needs and new families with young children need more routine care, such as vaccinations. However, a growing patient list can be beneficial as it brings more resources and helps make the case for the facilities in the new Hub.

4.3 Staffing Update (this item was moved up to follow on from 4.1)

A Clinical Pharmacist has been recruited and will start in February, a Pharmacy Technician is also being recruited, they will assist GPs, review medications and help with patient queries.

Another salaried GP is being sought and applications are being received.

Dr Peter Smith is now a partner, the group welcomed his commitment to the practice and congratulated him on his new status.

The issue of obtaining pre-booked appointments was raised and Siobhan said that this was partly because only staff GPs can provide them as locum GPs are only available for on the day appointments. Siobhan also explained that, as we are now entering the winter period, demand for appointments has increased. The practice has added extra locum provisions to help with access. Ruth Rose enquired about the provision of hearing assistance, e.g. signing interpreter. Siobhan will look into this.

Jean Irvin raised issue of language problems for non-English speakers, Siobhan said that there is a telephone interpretation service available.

4.2 Telephone System Update

Marian Stanley praised the new telephone system (installed in June) and said it is a great improvement, particularly the "call back" facility. Siobhan reported that this is part of a national roll out of "cloud based" systems funded by the NHS. The system allows unlimited incoming lines and ensures that staff can always get a line out. All calls are recorded and the system can be monitored and pressures identified and responded to.

5 Patient Stories

5.1 Practice level - none

5.2 Provider level

A number of members raised issues with getting feedback and timely follow up appointments from the hospitals, this is a continuing problem which does not seem to be improving.

6. Any Other Business

Alex Tait raised the issue of electronic data management in the NHS and asked if a speaker could be arranged for a future meeting. Siobhan agreed and also said that the practice web site is due to be redesigned and she would welcome the group's input into the process.

Dates of Next Meetings

It was agreed that this new afternoon timing has been a success but that we should also have some evening meetings in the summer to cater for members who have daytime commitments. The following provisional dates were agreed for 2024:

Tuesday 5th March at 2pm

Thursday 6th June at 6.30pm

Thursday 5th September at 6.00pm (note the earlier time)

Tuesday 3rd December at 2pm