

PATIENT PARTICIPATION GROUP

Tuesday 5th March 2024 @ 2pm

Notes

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

1 Apologies for Absence

Brian Joseph-Horne, Ruth Nathan, Gill Cotter

2 Notes of Previous Meeting

2.1 Accuracy: Approved.

2.2 Actions: Data Management presentation, Siobhan has been in contact with the ICB but so far no speaker has been offered.

ACTION: Siobhan to continue to pursue this.

3 Moving Forward

3.1 Newhaven Health and Wellbeing Hub

Siobhan presented and explained the current plan which provides more space for GP offices and Nurse treatment rooms, the latter will be big enough to allow all round access to beds. The Hub has a common entrance for the practice and Wave Leisure but there is provision to isolate the practice areas outside working hours.

There is provision for a public toilet opening only to Newhaven Square and this will not be the responsibility of the practice.

Some details are still to be resolved but the scheme is progressing well. Funding from the ICB for IT services has been resolved.

3.2 Carers Coffee Morning

Siobhan wishes to hold a Carers Coffee Morning in May and asked if the PPG wishes to help. The group AGREED to help. Several members reported involvement with local carers groups and were keen to help. The aim is to hold the coffee morning in the conference room on a weekday morning, after the staff mid morning break.

ACTION: Siobhan and Alex to liaise on date.

3.3 Hypertension Project

Quayside has been identified as having fewer than expected recorded hypertension (high blood pressure) patients and there is a need to identify currently undiagnosed cases. The group AGREED that the PPG could help with encouraging patients to get their blood pressure tested, possibly in conjunction with the autumn flu vaccination programme.

ACTION: to be an agenda item for the June meeting.

3.4 Potential new website demonstration

Siobhan reported that the practice website needs to be redesigned to bring it into line with NHS England requirements, e.g. text size and language options. Siobhan demonstrated two existing GP practice websites which meet the NHS standards, she asked the group to look at these sites and send in their comments.

ACTION: Links to the websites to be circulated.

4 Practice News

4.1 Repeat Prescriptions

Marian reported that a notice in Chapel Street pharmacy now states that repeat prescriptions will take seven days to process and she asked why? Siobhan reported that the surgery continues to turn around requests in two working days, as usual, and the rest of the time is in the pharmacy. Discussion identified that the pharmacy seems under considerable work pressure - probably due to the closure of two other local pharmacies, also limited availability of some medications may be a contributing factor.

4.2 GP Consultant and Associate GP, what is the difference?

Marian requested clarification of various GP titles:

GP Consultant (or Consultant GPs), a term proposed for a doctor specialising in general practice.

GP Partner, the members of the clinical team that own and are responsible for the practice.

Associate GP, permanent salaried members of the clinical team.

Physician Associates, medically trained staff who are not qualified as doctors but who carry out some GP functions, none are employed at Quayside.

4.3 Staffing update

Siobhan reported that a Pharmacist (Helen Kann) started in February and will help GPs with medicines and prescribing.

A new admin team member has been appointed.

Shirley Warren (Business Services Lead) is retiring from the admin team in March and will be replaced by a new appointee, Sarah Caulfield.

A new GP (Dr Murray) has been appointed as a permanent salaried member of the clinical team. The GP team is now fully up to strength.

The practice nurse (Emma Wakeling) currently on maternity leave is expected to return in April.

5 Patient Stories

None

6 Any Other Business

South Downs Health and Care Ltd (SDHC) is an organisation that provides extended hours (evening and weekend) appointments for GP practices, including Quayside. Apparently Quayside patients do not make

as much use of these appointments as expected and SDHC would like to come to a PPG meeting to explain their services and ask why we think they are not used. The group AGREED that SDHC could come to a future meeting.

ACTION: Siobhan to arrange a suitable date with SDHC.

7 Date of Next Meeting

The previously circulated provisional date for the next meeting clashes with Siobhan's leave arrangements so it was AGREED that the date be changed to:

Thursday 13th June at 6:30pm