

Little Common & Old Town Surgeries

Patient Participation Group (PPG)

Wednesday 14 May, 1800-1900, Old Town surgery

Meeting Notes

1. Welcome and introductions

Introductions made and apologies noted.

10 PPG members present and 2 members of staff.

2. Update from practice

a. General update including staffing

Dr Di-Stefano has joined the practice as a salaried GP with recruitment ongoing for a further salaried GP.

Amanda Pragnell (Nurse) is retiring at the end of the month. The PPG expressed their thanks to Amanda for her service and dedication to patients over many years.

A new practice nurse is joining from East Sussex Healthcare NHS Trust and a new Pharmacy Technician will also be joining the practice team. They will be assisting with medication reviews, medicines optimisation and providing support to the prescription admin team.

Recruiting for reception team with interviews underway this week.

Current list size of 18,800 with patient registrations continuing at pace. With the current recruitment mentioned above, this will ensure each GP has a list of around 2,000 patients. The surgery has 9 partners and 2 salaried GPs currently.

The practice also has around 7 trainee GPs with them at one time and 4 Paramedic Practitioners running acute clinics everyday.

b. Proposed new surgery in Barnhorn Road

Barnhorn Road progress is looking positive with both Rother District Council and the ICB (NHS Sussex) fully committed. Conversations are taking place currently to agree final terms of the lease but we look to be very close to start date for construction.

It is not anticipated that Local Government Reorganisation (LGR) will have an impact on this with any council owned assets transferring to the new combined unitary authority.

It was confirmed that there would be additional parking at the new surgery as well as specific disabled spaces.

The new space will be most welcome as the current lack of clinical spaces restricts any further recruitment of GPs and/or other clinicians.

Potential for the practice to explore purchasing the former Lloyds pharmacy building adjacent to the Old Town surgery was discussed.

c. Actions from the recent patient survey

Results from the recent patient survey were shared. The results were broadly positive and they are looking to repeat it again this year in the autumn so they can look at any trends/changes. The practice will likely text people with a link to the survey to increase uptake.

The survey showed 61% had never used the online consultation system Engage Consult so there is more to do to promote services like Pharmacy First and Engage Consult.

In terms of appointments 88.9% of people said they prefer mixture of pre-bookable and on the day appointments so this will continue.

It was suggested the wording on the website question could be rephrased although practice are keen to use the same questions to align results and allow comparison.

Mixed feedback about local pharmacies.

3. Update on wider system

a. NHS Sussex

In line with other Integrated Care Boards (ICBs) across England, NHS Sussex are required to cut their running costs by 54% this financial year. This will not impact on the funding available for services but will likely impact on the level of support NHS Sussex provides to PPGs.

b. Bexhill PCN

Bexhill PCN are holding a health and wellness event at the De la Warr pavilion on Wednesday 21 May, 1000-1400. This will be an opportunity to meet members of the PCN as well as other services, support and groups available in Bexhill.

Vita Healthcare is currently supporting Sidley surgery following a recent CQC inspection.

The PCN now complete ward rounds on behalf of the practice utilising their Advanced Clinical Practitioners and Paramedics.

4. Feedback, comments and queries from PPG members

- **8am rush**

Recognition that people still find it difficult to get through to the practice by phone specifically during the 0800 morning rush. The practice have a team of around 13 receptionists each morning with extra colleagues on the rota at busier times/days.

- **Telephone message and options**

It was noted that the current message people have to listen to before they can select an option is very long.

The order of the options was also discussed and whether there is an option for the surgery to allow people to make a selection without having to listen to all of the options.

It was suggested that some of the information could be played to people while they are on hold as an alternative to music.

Action: Surgery to review telephone system based on above feedback.

- **Working pattern for each GP**

It was requested that the working pattern of GPs could be added to the website so patients can see when their GP is working.

Action: Surgery to add GP working patterns to website.

- **Did not attends (DNAs)**

The practice confirmed they have around 200 DNAs a month with a procedure in place which involves the practice writing to the person first of all and then if a repeat offender a warning letter is issued.

- **Telephone message around not tolerating violence or aggression**

Feedback was provided that the recent message did not come across well and should be reviewed.

Action: Surgery to review.

- **Radio playing in the waiting room**

It was noted that sometimes the music is not appropriate given people in the waiting room may be feeling unwell as well as it often being too loud. The practice advised it is used as a tool to minimise people in the waiting room overhearing confidential conversations.

Action: Surgery to look at choice of radio station/music and volume.

- **Letters and emails to the practice**

The practice confirmed that in terms of accessibility (where someone is unable to communicate verbally) they would as a reasonable adjustment allow someone to write/email in.

As a general rule, letters/emails supporting a consultation can be sent in with these being added to a persons record. However, they cannot be used to request an appointment.

Action: Surgery to ensure reception/admin teams are reminded of the above.

It was confirmed that doctors can now book their own appointments.

- **Covid text messages**

People were receiving text messages even though they are no longer eligible for the vaccine. It was confirmed this was a nationally sent text message and not sent by the practice.

- **Checking-in system**

Software has been updated at Little Common so this should now be working again. OT waiting for theirs to be updated.

5. Next meeting

The group would look to meet again in late summer/early autumn as well as possibility of a Bexhill wide PPG meeting with members from other GP practices in the Bexhill Primary Care Network.

6. Any other business

No further business was raised.