

## Minutes from Selden Medical Centre – Patient Participation Group Meeting

Thursday 9<sup>th</sup> February 2017

- Keith (chair) went through minutes and actions from our last meeting in Nov 2016
- We went around room and introduced ourselves
- Hazel to send Ian and Yvonne a copy of minutes from last meeting
- Sue will stand as secretary for the first quarter and Keith will stand as chair for 1 year
- Ear syringing can only be done at Selden Medical Centre if it has been authorised by a GP. Receptionists will advise patient to put oil in their ears for 14 days and if no better they must be seen by a GP who will decide if ears are OK to syringe or patient may be referred to hospital.
- Diabetes clinic is being well run by practice nurses and good to get photos up of each nurse
- Laura attended meeting as representative for receptionist supervisor
- hubs later
- communication with Primary Care (GPs) and Secondary Care (hospital) still not great

### 1. Practice update report

Hubs formed

South Cissbury practices will include WMG /STRAND/SELDEN 40,000 pts with similar patient demography

How to get best out of our pulling resources? Prescribing, cost effectiveness, share data, more GPs with specialist interest, good thing, government given practice money £1 per patient Strand surgery e.g. microsuction share resources. Hubs will be set up by 31<sup>st</sup> March 2017. North Cissbury will include, Limetree, Victoria Road, Broadwater Medical Group and St Lawrence Avenue.

Mental health support, practices in south probably need more due to their demography.

Health Care Professionals could travel to each surgery

IT – Sue will ask GPs in ARUN, who are trialling new software where patients can e-mail their symptoms to their GPs who can possibly help with an e-mail response.

Thanks to team at Selden today for calling patients after accident on A27, to delaying them attending as all clinicians had got caught up in traffic.

Appointments are released online at midnight and can now book 7 days in advance

2. MIAMI clinic is for patients with acute illnesses, or Chronic Disease Management at the weekends.

Miami hours have been reduced at the instruction of NHS England to fulfil the criteria of GP surgeries opening 8.00 am – 8.00pm, despite evidence that this is not what patients want.

3. Hazel on steering group meeting with concerns about MIAMI and how we can help maybe increase AE good news stories website.

4. Repeat prescriptions 200 per day = 1000 week 48 hours still 20 per day urgent last strip do a repeat, card from Lloyds and put tips on noticeboard

### 5. PPG issues

Keith explained about the sites for development including Teville gate and the K Maxx site. Stoke Abbots road proposed site for new medical centre, where the CCG may move to the same location

Keith going to attend WMG PPG meeting to share ideas for us  
St. Lawrence + WMG North  
Strand contact South  
Healthcare provision  
National association of PPG - Hazel to find out

Contact communication  
Revamp email list group email Hazel to send to Sue  
Actions revamp prescription bigger poster, touch screen  
GP roles PM, receptionist roles recommend  
touch screen menu what else can it do info system parameters Barry and Hazel to talk

6. AOB  
Jenny's telephone number to withhold number  
Ian apt system  
Masha  
running screen number in queue  
Jayne prescription Katy pharmacist

**Next PPG meeting is Thursday 27<sup>th</sup> April 6.30pm at Seldon Medical Centre**