

**Selden Medical Centre**  
**PPG Meeting 17<sup>th</sup> November 2017**

**Minutes**

Present: Mascha and Barry Richards, Nancy Bell, Jenny Ellis, Garry Mitchell, Keith Bickers, Yvonne Griffiths, Patricia and Ron Allen, Rita Lintern and Hazel Donaldson.

Apologies:

Rosie & Trevor Gray, Mark Hughes, Raquel Landaur, Barbara Little, Roger Morton, Sue Acaster

Minutes of previous meeting:

Not available but content of discussions agreed

Terms of reference:

Members to feedback comments to Hazel by 15 December 2017. Comments on the attendance at meetings as follows...." a member of staff (preferably the practice manager) will attend each meeting....."

Flu clinic feedback:

Members agreed process much improved over last year. Uptake of vaccination from patients not great. The practice loses money if patients decide to go elsewhere for jab e.g. supermarkets. Agreed the 'shingles' vaccination needs more publicity re eligibility

Staffing:

Positive feedback on the two new doctors who have joined the practice. There will be some details on their background, photos etc. posted on the website. Current locums Dr. Garg and Dr. Iosson. Nursing staff still has gaps (e.g. diabetes nurse)

CIC (Cissbury Integrated Care)

Selden is part of the South Cissbury Local Community Network which brings together health providers, local council, voluntary sector and communities to improve health outcomes for all residents. GP practices sharing resources is integral to success and the prospect of a new health centre in Worthing town centre will further improve health provision

New Appointments system:

Again, feedback confirms improvements have been made. Same day and next week appts. are helping GP access and more phone are available between 8.00am -8.30am daily. The MIAMI clinic operates afternoons and Saturday appointments are available

Miscellaneous items:

1. Hazel to explore possibility of providing 'Wi-fi' in surgery to enable patients to pick up messages
2. Hazel to ask Dr. losson to mock up a template for a patient newsletter (content to include appt. booking system, MIAMI clinic, new doctors profile etc.)
3. Repeat prescriptions – requirement for pharmacist to check patient's requirements not happening in all cases.
4. All PPG members will be required to sign confidentiality statements which Hazel will provide.

AOB:

None

Date of next meeting:

Thursday 18<sup>th</sup> January 2018 6.30pm at surgery