MINUTES OF PPG MEETING OF SOLENT VIEW MEDICAL PRACTICE HELD ON 21ST MARCH 2023

Present:

Mike Bechley, Barbara Carstens, David Hanna, (vice chair) Alison Roast, Winifred Wallace, Delia Simmonds, Gill Hartwell (secretary). Janette Headley, (SVMP) Beverly Glass (SVMP).

No apologies were received.

Introductions were made and DH explained that in the absence of the Chair, he would chair the meeting. AR kindly put her name forward, should a new Chair of the PPG be required in the future.

The meeting opened at 3pm.

Terms of Reference were approved and accepted. Approval of the Committee were agreed.

Update of Practice information. Both BG and JH stated there had been many changes in staffing both medical, clinical care and administrative. These are as follows:

ST2 – Dr Pilbeam and Dr Goodenough. Both are qualified GP’s working at SVMP under the leadership of Dr Clarke and Dr Farrington. Dr Pilbeam and Dr Goodenough are with the Practice until July this year, and both are thoroughly enjoying their time spent with all staff. The practice has received lovely feedback from staff and patients.

Student Nurse – Joe joined in March as part of his Nursing placement. He is working with the Health Care Assistants under the leadership of Lead Nurse Lucy Cusack.

Clinical Team – the Urgent Care Team consists of experienced clinicians who triage patients that contact the practice; Andrew - Physician Associate, Mandy and Louise – Advanced Nurse Practitioners, Zoe and Louisa – Paramedics, Debbie – Nurse Practitioner, Jane – Mental Health Nurse. Debbie is currently doing a Diagnostic Assessment and Decision Making training course.

Nursing Team – Lucy – Lead Nurse Practitioner and Diabetic Specialist Nurse. Lucy is also the Lead Nurse for Gosport Primary Care Network. Louise and Trish – Practice Nurse. Trish is also the Asthma and COPD Nurse Specialist, Emma and Laura – Health Care Support Worker, Miqdad – Clinical Pharmacist, Jenny – Phlebotomist. Laura is currently doing her Nursing qualification.

Supporting clinical team – the practice has just recruited Lauren – GP Assistant, who will support the clinical team carrying out administrative tasks. Lauren is also trained in phlebotomy and ECG’s and will provide support in these roles.

The Practice also has support of the Gosport Primary Care Network staff:

Health & Wellbeing Coaches, Psychological Therapist, Social Prescribers, First Contact Physio and Pharmacists.

It was suggested by BC that perhaps photographs and job roles of staff are put on to website and perhaps on to the TV set situated in the surgery. JH and BG both said that this would be a good idea and would look at this. JH explained that the practice is looking at also making the website more user friendly. BG updated that there has recently been a practice newsletter, with copies available for patients in the practices. The newsletter is also available on the practice website.

There is a new telephone system being installed imminently and additional information will be available i.e busy times, etc, when additional staffing may be allocated to answering the phone.

Discussion followed around the use of e-consult, which was found generally to be unsatisfactory. JH stated that visiting the surgery in person may help expedite queries being passed to relevant clinicians. Unfortunately, the practice is not able to make any adjustments to the econsult as this is not an internal service.

AR introduced Lee Community Services which is being set up to assist vulnerable people in Lee. They will work with Citizens Advice Service, who will be able to identify those who are in need. JH and BG stated that the Primary Care Network Health and Wellbeing and Social Prescribing staff will be able to identify vulnerable people. Citizens Advice will hold surgeries in Lee, 9.30am to 12.30 one day a week. BG to provide AR with contact for the Primary Care Network Lead.

MB stated that Access to GP documentation online was not available, but JH stated this would be available by October 2023 for patients. Southampton Hospital systems are not linked into SVMP.

VB (Chair) joined the meeting at 3.45pm

Bury Road surgery is closing with around 4,500 patients affected. To date there was no further information available.

GH gave a brief synopsis on her zoom meeting with Fareham, Gosport and SE Hants PPG. This covered subjects such as surgery pod usage, staff abuse, Terms of Reference, telephone data etc. The Surgery Pods are very successful and are being linked into all Gosport practices. SVMP had the highest rate of usage within the Gosport locality.

Covid vaccinations will be available shortly when administrative arrangements are settled. JH explained that practices within Gosport were not keen on providing the service for the spring boosters, but SVMP were wanting to continue with providing the service for the patients within Lee on Solent. MB offered his services to volunteer with the clinics should SVMP be given permission to carry out the programme.

The next meeting will be 20 June 2023 at 10.00am