

QUAYSIDE MEDICAL PRACTICE

Notes Patients Participation Group Meeting 21st September 2023

1. Apologies for Absence

Gillian Cotter. Gill Hart, Eileen Wood, Stephen Wood.

Present: Joan Downard, Karen Ford (Practice Manager), Maureen Hannington, Jean Irving, Brian Joseph-Horne, Ruth Rose, Marian Stanley, Alex Tait (Chair),

2. Notes of Previous Meeting

2.1 Accuracy: Agreed

2.2 Actions: Karen: contacted Structural Engineer LDC regarding concerns about security of door access from street to Health Hub Assurances given that all security requirements would be met in full.

3. Moving Forward

3.1 Newhaven Health & Wellbeing Hub: Karen gave a resume of the current position and future progress and updated plans. The project was online to meet all NHS latest standards. Plans were taking into account future population expansion in Newhaven (current practice numbers 10,800). Chapel Street Surgery will remain a separate entity. A comprehensive range of services were being looked at covering all age groups and specific needs such as mental health, subject to funding and staffing. All rooms would have natural light and be properly ventilated. "Wave Action" will provide facilities for exercise activities available to both patients and public. Other groups will be able to rent and provide activities.

Currently problems with IT installation supplier and funding

ICB is fully behind the project in principle and want it to happen. Lease of exiting premises is still under discussion.

Provisional completion date end of 2025. Karen stressed that although as yet nothing was signed and sealed, there was no reason to suspect the project would not happen.

Action: Karen will continue to monitor progress and liaise with the relevant authorities.

3.2 COVID Update / Vaccination Programme

Karen reported confusion and difficulties with NHS covid vaccination delivery. Ultimately this means no covid vaccination programme at surgery; nearest centre is The Brighton Centre.

Flu vaccinations at the surgery will be 30th September, 7th and 14th October 8.30 – 12.30.

4. Practice News

4.1 Pre-booked Appointments

Pre-booked appointments have been reintroduced but are limited in number.

4.2 Capacity & Access Plan

Monthly review meetings continue at PCN (Primary Care Network) level, and with Chapel Street Surgery. A 'Family & Friends' survey is available at the surgery for patients to complete with objective of improving patient access.

4.3 Staffing Update

Practice staffing levels are satisfactory.

Karen announced her retirement on 30th November. Her replacement will be Siobhan Moriarty. Siobhan is already in contact with surgery. She will be in post from 1st November and will work alongside Karen during November. It was agreed Alex would meet with Siobhan before the next meeting of the PPG in December. Karen said was likely Siobhan would prefer daytime meetings and it was agreed that would be acceptable to the group.

Members expressed their deep appreciation and gratitude to Karen for her years of exceptional service to the surgery and Newhaven community. The Quayside Surgery is a first class GP Health Centre and this is in no small part due to Karen's expertise and unstinted devotion to the practice. All members wished her a long and joyful retirement.

5. Patient Stories

5.1 Practice Level: No comments.

5.2 Provider Level: It was noted that Hospital Discharge Protocols were in general unsatisfactory.

6. Any Other Business: None.

Date of Next Meeting: currently 5th December 2023 (to be confirmed).