

Patient Group Committee Meeting Notes
3 May 2022

Present: Tony Morris (Chair), Ken Green, Barbara Hayers, Lynda Isaac, Janet MacCulloch, Amanda Oliver, Michael Sheldon.

1. Introductions – the new members were welcomed and introductions made.

2. Apologies – Chris Atkin, Jane Irvine, Dot Pritchard, Phil Pritchard.

3. Matters arising from meeting on 15 February 2022

- a. Circulate papers from CCG and ChAMP meetings – action complete.
- b. Patient Group notice – action complete.
- c. Patient Group email address – action complete.
- d. New patient forms – action complete.
- e. Book sales – action complete.

4. Chichester Alliance of Medical Practices' Patient Representative Board

Tony highlighted the following from this meeting:

- a. Some practices are finding it difficult to attract GPs and other medical professionals to the Chichester area. Suggestions on ways to make the area more attractive would be welcome.
- b. A community event focused on health and wellbeing was held at the Swanfield Community Centre.
- c. The meeting discussed ways of improving practice communications with patients.
- d. It had been suggested that a Primary Care Network patient survey should be carried out. A decision has yet to be taken. If this does not happen, it was felt that a patient survey for Cathedral Medical Group should be carried out.

Action – Amanda & Tony

5. Practice update, including new appointment system and telephone system

- a. Amanda reported that the new appointment system is up and running. Appointments can now be made by telephone, up to two weeks in advance, appointments can still be obtained via e-consult, and a small number can be self-booked by those registered for online services. It will take time for patients to get used to the new system, but first signs of improvement are promising. It is hoped that in future more appointments can be made available for those registered for online services.
- b. Unfortunately, there is a delay on the new telephone system, as a cabling upgrade is now needed.
- c. All GP posts at Cathedral Medical Group have fortunately been filled. It is believed that the practice benefits from being a training practice, with 3 GP trainers in post.

6. Financial update - No change since the last meeting, the balance is £227.13.

7. Patient suggestions - No suggestions received.

8. Annual General Meeting

It was agreed that this should be held on a weekday in the last week of June or first week of July, beginning at 6 pm. It was felt that it should be combined with a suitable talk, so the actual date will depend on the availability of a speaker and a GP Partner. Amanda will liaise with Practice staff and notify Tony, who will circulate the date and a draft agenda. **Action – Amanda & Tony**

An update on changes and a presentation on healthy eating and exercise were suggested for the talk.

9. Any other business

An event for Carers is to be held at the Baptist Church Hall in Sherborne Road on 8 June in the afternoon. Tony will circulate details. **Action Tony**

It was suggested that a flow chart to help patients understand the options for getting an appointment for different needs would be beneficial. Amanda will investigate this. **Action Amanda**

The benefits of Social Prescribers was discussed and it was noted that the Practice now has two available.

The car park being used by people who are not attending the surgery is an ongoing issue. A patient has donated a sign to help deter unauthorised parking and has helped staff to monitor the car park.

10. Date of next meeting – the date to be set once the AGM date is confirmed. It was agreed that next committee meeting should be held not more than two weeks after the AGM. **Action Tony**