

NHMG Virtual PPG Meeting Wednesday 13 January 2021 – Summary

In attendance

Pauline (Practice Manager), Sue (Assistant Practice Manager), Jackie (PPG Member/Website Coordinator), Stephen (PPG chair)

1. Covid-19 Vaccination Programme

It is working well so far with further clinics coming on stream at speed. It does place additional pressure on the surgery particularly as normal service delivery needs to be maintained. Excellent feedback from patients. Staff and volunteers are delivering an effective vaccination programme, although the arrangements in terms of supply and delivery are changing on a daily basis.

Access to and egress from the surgery for motor vehicles and pedestrian patients, and their carers, was the subject of discussion and a risk assessment with mitigating measures has been produced for action by the PCN.

2. Telephones and eConsult

There are continuing delays on the additional telephone lines and the introduction of a queueing system, but these are being pursued vigorously. Whilst the surgery is keen for patients to use eConsult there is some misuse occurring in terms of subject matter and individual frequency. As a consequence, it has been withdrawn over the weekends because the volume of eConsult filings could not be serviced without detriment to the full range of services. It was agreed that continuing education is necessary in relation to eConsult at local, regional and national levels. This will remain an agenda item, but in the meantime some leaflets will be obtained for distribution to patients attending the vaccination clinics.

3. Website

The new website is up and running and there remains a need for webmaster development for the Practice Management team. Jackie has agreed to be Website Coordinator and keep an eye out for the need for amendments, corrections, missing links and the like on an ongoing basis. We will consider producing something for distribution to patients attending the vaccination clinics to encourage website use.

PPG summaries for November and January to be added to the website by the Practice Manager.

4. Building

There were no building issues to be discussed

5. PPG recruitment and orientation

The PPG will develop incrementally and it would be good if we could target a working parent with children in full-time education in order to increase the health diversity needs within the PPG.

The Practice Manager reported that the PPG is working well and we will continue to develop the PPG philosophy of supporting the Practice, whilst expressing the patient voice as a constructively critical friend of the Practice.

6. Any other business

- Patient voice development plan – incremental development (Stephen)
- Kirkland's PPG - incremental development (Stephen)
- surgery notices review - incremental development (Jackie)

7. Date of the next meeting - Wednesday, 17 March 11am

Stephen Pilbeam, PPG Chair