

## **NHMG Virtual PPG Meeting 18 November - Summary**

### **Service delivery**

1. The support for GP patient lists as a significant and valued feature of the Practice was reasserted by the PPG
2. The COVID security measures were reviewed and the PPG was informed about the relocation of the COVID hot room.
3. Most patients are adapting well to total triage, care navigation and digital care and there are tangible benefits in terms of clinical practice and the effective use of GP's and medical staff time. Further education is a continuing aspect of this transformation as it is unlikely that there will be a reversion to the 'old normal'. There was a constructive discussion in relation to the impact of some inappropriate behaviour by a minority of patients, particularly in relation to reception staff and the potential impact this can have on staff morale in a challenging NHS environment.
4. Regrettably the online appointment booking system has been suspended because of some misuse of the system. This will be kept under review. However, additional telephone lines are being arranged together with a queueing system.
5. The role of the surgery pharmacist is proving to be effective in helping patients and consequently having impact on clinician workloads. The social prescriber has been supporting clinically vulnerable patients, in particular.
6. There have been no significant building problems in addition to existing ones but there is little progress on relocation. The PPG have contributed to the Stakeholder Engagement and Communication Plan.
7. The PPG has given extensive feedback on the new NHMG website.

### **Vaccination**

8. The flu vaccine programme is reported to have been managed effectively with good patient feedback on the organisation and the process.
9. The Practice has been instructed to prepare for the coronavirus vaccination programme via the PCN and the logistics are currently being considered.

### **Future developments for Patient Voice**

10. The PPG will work on a Patient Voice Development Plan for 2021 which will aim to increase the size of the PPG and also review patient feedback processes.

### **Portsmouth North Primary Care Network (PCN)**

11. Kirkland's surgery is being integrated into the Portsmouth North PCN. The NHMG PPG chair is keen to make contact with the Kirkland's Practice Manager in 2021 to develop a PPG relationship.
12. The NHMG PPG participated in the Drayton Practice PPG on 26 November.

*Stephen Pilbeam, NHMG Chair*