

PPG Meeting Summary September 2020

The NHMG VPPG met on 22 September 2020 and the Chair also attended the Primary care Network PPG on Thursday 8 October 2020. Summary issues included:

1. The Practice is adapting well to digital/virtual consultations and total triage. Patients are perhaps clapping less and expressing dissatisfaction more as they grapple with digital/virtual consultations and total triage/care navigation. Patient feedback both negative and positive is important in order to facilitate continuous improvement.
2. F2F consultations and treatments with doctors, nurses and other health professionals have remained available where there is a clinical need. The Practice has remained open throughout the pandemic.
3. Positive patient feedback on the Flu clinics is evident despite supply issues and the PHE patient group priorities changing, which are often inaccurately reported in the press.
4. Building issues continue to rear their ugly head, but there is some progress and the NH VPPG is being consulted about potential developments.
5. We need to embrace Kirkland's Practice within the Portsmouth North Primary Care Network (PCN) at the right time and with due sensitivity to the Practice Manager's workload.
6. I am also keen that there should be developments in upward communication from PPGs to the Citywide PPG via the Portsmouth North PCN, in support of the 3 Practices. I have the view that this expression of patient voice would benefit from strengthening.

Stephen Pilbeam
PPG Chair