

## **NHMG Virtual PPG Meeting 11.00-12.00 Wednesday 17 March 2021 – Summary**

Attendees: Pauline Cook (Practice Manager), Sue Crook (Assistant Practice Manager), Jackie Parry (PPG Vice-Chair and Website Coordinator), Stephen Pilbeam (PPG Chair)

### **Covid 19 Vaccination Programme**

The PPG reviewed the vaccination clinic programme, including working with PCN partners, the management of clinic volunteers, patient feedback and future plans. The consensus is that the clinics are being delivered effectively. The patient feedback has been overwhelmingly positive. Hosting and organising the clinics has been a massive undertaking creating significant pressure on the Practice Management team, whilst endeavouring to maintain normal service delivery standards. The Practice Manager and Assistant Practice Manager were complimented on a job being done very well indeed.

### **Service delivery**

Additional telephone lines and a 'queueing' system have been introduced and the impact on improving access to services is being carefully monitored within the total triage approach. It was agreed that a 2021/2022 PPG objective is to be further informing patients on eConsult use and protocols via multiple channels.

### **Website**

The website coordinator reported that new website is much improved and much easier to navigate. It is noted that eConsult is featured on the landing page. No construction errors were reported. Reference was made to Google reviews and how these are to be analysed. Website operation to be reviewed at each PPG meeting.

### **Building and the work environment**

No current building and working environment issues were identified. Planning permission for a new high quality surgery building on the Treetops site near QA Hospital has been submitted. Patients have been informed of this potential development through a news item on the Practice website and by a newsletter distributed to NHMG patients attending the surgery, and also to those NHMG patients attending vaccination clinics.

### **Engaging with patients**

The PPG Philosophy is: *'to support the NHMG Practice through expressing the patient voice and being a constructively critical friend'*. In this context, and to be able to express the patient voice, a review of the current patient feedback mechanisms (not the formal NHS complaints process) is ongoing. A continuous improvement philosophy will be adopted and not a defensive approach. Therefore the PPG will be seeking opportunities for developing dialogue with the Practice Reference Group (all the NHMG patients) about non-clinical matters. For example, through

- ❖ Authorised PPG attendance at vaccination clinics to inform and elicit feedback from patients on service delivery. PPG members are not qualified to collect feedback on clinical matters. PPG Chair to design standard, non-intrusive format and questions in collaboration with the Vice Chair, and to be approved by the Practice Manager.
- ❖ A PPG Newsletter (3 per year) – surgery developments, awareness of the range of services offered, eConsult YouTube videos, information on Practice roles (e.g. in-house Pharmacist and Social Prescriber), promoting website use, inter alia. Produced by the PPG and disseminated via the website and in paper form. Items for the first newsletter in May 2021 to be agreed at the next PPG Meeting

**Any other business**

- The Pharmacist and the Social Prescriber to be invited to future PPG meetings (Practice manager to decide which one for May 2021).
- Kirkland's PPG development – provide support when necessary and engage with Kirkland's patients at vaccination clinics? Assistant Practice Manager to discuss with Kirkland's Practice Manager.
- Continue to develop opportunities for upward feedback to the Citywide PPG.
- Incremental PPG recruitment strategy: remaining 'small but beautiful'. Seek to identify a working parent with children in full-time education to provide a different patient voice perspective and/or offer a development opportunity for a young person in full time education to participate in the PPG (subject to 'A Confidentiality and Ethical Behaviour Agreement')
- *Date of the next meeting - Wednesday, 19 May 11am.*

**Stephen Pilbeam, NHMG PPG Chair**