

NHMG Virtual PPG Meeting 11.00am Wednesday 19 May 2021 – Summary

Pauline Cook (Practice Manager), Sue Crook (Assistant Practice Manager), Joy Martin (Social Prescriber) Jackie Parry (PPG Vice-Chair/WebCo), Stephen Pilbeam (PPG Chair)

Service delivery

The Practice continues to be very busy. The total triage process is necessary in order to ensure that patients get the best possible care. Face-to-face consultations have continued throughout the pandemic, where there is a clinical need. Misinformation in the media on this point contributes to misunderstandings about the triage process, this is not at all helpful. The COVID vaccination clinics continue to be delivered effectively. These clinics also contribute to the relentless pressure on service delivery and the pressures on staff. eConsult has been restricted to surgery 'opening hours' because the volume of out of hours completion was creating a backlog for administrative staff and clinicians, which was impacting negatively on service delivery. There remains a need for greater information for patients on the use of eConsult and this has been raised at NHS Digital Healthcare focus groups.

Joy Martin, the Social Prescriber, spoke about her role. The Social Prescriber fulfils a non-clinical role and provides support to patients for non-medical needs. She is someone to talk to and has the time to engage with patients who may have challenges in managing a number of long-term conditions, are feeling a bit low, are feeling lonely or isolated or have complex social needs. She has a network of supportive organisations which patients can access. Patients can be referred to the Social Prescriber by a GP or in some cases self-refer. Joy has written about her role in the first PPG Newsletter (June, 2021).

The Website Coordinator (WebCo) noted the instruction not to contact the Practice for vaccination certification and also provided some suggestions for website improvement. In the discussion that followed it became clear that there remains some dissatisfaction with the current website and it was suggested that a working party will be set up to review the website, with this to be an item on the Agenda at the next meeting.

Engaging with patients

The PPG aim is: *'to support the NHMG Practice through expressing the patient voice and being a constructively critical friend'*. The agreed PPG opportunities for developing dialogue with NHMG patients about non-clinical matters are:

1. **PPG Newsletter** - Starting in June 2021 and to be published on the website and in paper format 3 times a year with the sections as follows:
 - *PPG Chair's report (SP)*
 - *Practice Manager's update (PC/SC)*
 - *Introducing a member of staff (JM)*
 - *A Website insight (JP)*
 - *Digital Healthcare (SP)*
 - *Vaccination update (PC/SC)*
2. **Patient Reference Group (PRG)** – for patient consultation purposes; initial target 100 patients with health needs diversity; recruitment strategy based on snowball sampling to be prepared by the PPG Chair.

Any other business

- *Date of the next meeting - Wednesday, 21 July 11am.*

Stephen Pilbeam, NHMG PPG Chair