

**NHS Terminology - Primary Care Networks (PCN)**

NHMG is a member of the Portsmouth North PCN together with The Drayton Surgery and Kirklands Surgery, Copnor. The three Practices cooperate and share some services in order to meet the needs of the local community. Patients registered with a particular Practice remain registered with that Practice.

**PPG Chair's Report (Stephen Pilbeam)**

I am the Chair of the North Harbour Medical Group (NHMG) Patient Participation Group (PPG) which operates out of Cosham Health Centre, an NHS building. I am not employed by the NHMG. I am just a patient who is acting in a voluntary role. I am also the Editor of this first Newsletter, to be published 3 times a year.

The PPG role is to listen to you to ensure that the voices of patients are heard and to influence the health services that you depend on by supporting the Practice in delivering your healthcare. The PPG can only concern itself with non-clinical and non-medical matters, for obvious reasons, nor is it a substitute for contacting the Practice through the normal complaint procedures if you are unhappy in any respect.

The PPG Terms of Reference are on the website and our objective is to: *'Support the Practice through expressing the patient voice and being a constructively critical friend'*. I meet with the Practice Manager Pauline Cook, every 2 months, with my Vice-Chair and Website Coordinator, Jackie Parry, and we also communicate in-between meetings.

There is a PPG Section on the Practice website which includes Summaries of each PPG meeting. A PPG objective is to set up a Patient Reference Group (PRG) in order that the PPG can consult more widely with patients about healthcare services, and also the prospect of new premises. We are currently forming the PRG with a plan to recruit in excess of 100 patients by 2022. Another objective is to increase the PPG size and diversity, in terms of 'early years, preventative years and ageing well' groups.

I am confident that you recognise the relentless pressures NHMG doctors, nurses, other

healthcare professionals and the front-line administrative staff have been under because of Covid. In the view of the PPG, all at NHMG are doing a great job and I'm confident that I can pass on a great big **THANK YOU** from NHMG patients for all that they do.

Pauline Cook, our fabulous Practice Manager is retiring after 34 years. In the 4 years I have known Pauline, I must commend her for her professionalism and expertise. I know that she has made an outstanding contribution to the NHMG - **THANK YOU**, Pauline, you will be missed big time!

**Practice Manager's Update (Pauline Cook)**

In these most challenging of times, GP consultations are via telephone in the first instance and if you need to be seen face to face the GP will arrange for you to attend the surgery, as they have done throughout the pandemic. As you will be aware, NHMG is also the PCN Covid Vaccination Centre and we have met our targets for vaccination despite the challenges. We continue to offer Nurse appointments face to face, as we have done throughout.

It is with sadness that I announce I am retiring as Practice Manager at the end of June after 34 years with the Practice. I have seen many patients grow from babies to adults and now having families of their own and it's been a pleasure to ensure the smooth running of the Practice and help patients along the way. I will miss everyone. We are also losing to retirement one of our Reception Team, Angela, who has been with us 19 years, she will be missed.

However, we welcome Sue Crook as Practice Manager, currently the Deputy PM, and also Simon Evans as Operations Manager. I leave the Practice in very good hands.

### **Website Insight (Jackie Parry)**

[www.northharbourmedicalgroup.nhs.uk](http://www.northharbourmedicalgroup.nhs.uk)

If you have internet access, you can use the surgery's online services. Just call in to the surgery with photo ID and a completed form, available from reception, to confirm your identity. Once your details have been verified you will be sent a link and details, including a unique username and password, by text or email. Being registered online means that you will be able to: order repeat prescriptions, see health records, including information about medicines, vaccinations and test results and access communications between your GP and other NHS services. The current Covid situation has resulted in the temporary suspension of the facility of making appointments online, but it is hoped that it will be possible to book, check or cancel appointments with a GP, Nurse or other Healthcare Professional in the near future.

The eConsult service is available on the website where you can 'Fill out a simple online form to get advice and treatment by the end of the next working day'. eConsult is available during surgery opening hours and is an alternative to 'phoning the surgery.

### **Social Prescriber Role (Joy Martin)**

I am one of the Social Prescribers for Portsmouth North PCN and I cover the NHMG Practice. The role of the Social Prescriber is fairly new to General Practice, it has been brought in to support patients with any non-medical needs. Many patients contact the surgery with concerns that are not a physical complaint, but they do not know where else to go. The idea of Social Prescribing is to stop these enquiries reaching the GP to free up more of their time for patients with medical needs.

Social Prescribing gives patients time to talk about things that are affecting their health and wellbeing such as their home situation, finances, social environment, isolation or loneliness; things that cannot be fixed by medicine alone.

The support starts with a conversation, it is led by the patient and what matters most to that individual. During our conversation we will, together, identify any areas of support needs. I will then put them in touch with whatever they might need to help fulfil these needs. This could be, community groups, a new activity, legal or benefits advice, volunteering or information and guidance. The support will last as long as the patient needs.

### **Vaccination Update (Pauline Cook)**

NHMG provides a Covid Vaccination Service for PCN patients and to date the patient vaccination figures are: first dose - 53% second dose - 34%. This is a mammoth achievement and the logistics have been challenging, whilst maintaining effective service delivery. This could not have been done without the cooperation of all GPs, other clinicians and administrative staff, and our dedicated volunteers.

We are also calling eligible patients for one off vaccinations against Pneumonia and Shingles. Flu jab updates will be on the website when we have any news.

### **Digital Healthcare (Stephen Pilbeam)**

According to a GP at an NHS Digital Healthcare workshop recently, 'the digital era is opening up access to GPs by creating more pathways in a blended approach to healthcare delivery'. I know it doesn't always feel like this, particularly as we all battle with the pandemic.

However, digital healthcare has 'exploded' due to COVID necessity and there are opportunities to *extend patient choice, whilst recognising patient preferences*. These opportunities include: the NHS App, telephone and video consultations, eConsult, NHS111, smartphone Apps, and chatbots for self-care and a bigger role for Pharmacists and Social Prescribers and, of course, harnessing the expertise of Practice Nurses. The aim is to extend patient choice and enable valuable GP's time to be given to patients for whom seeing a GP is the best option.