**NHMG Virtual PPG Meeting 11.00am Wednesday 4 August 2021 – Summary**

Present: Sue Crook (Practice Manager), Simon Evans (Operations Manager), Jackie Parry (PPG Vice-Chair/Web Coordinator), Stephen Pilbeam (PPG Chair)

**Service delivery**

The Practice Operations Manager, Simon Evans, was welcomed to the meeting. This was followed by a discussion about the respective roles of the Practice Manager and Operations Manager. It is intended to develop an organisation chart and also discuss whether GP and staff biographies can, in some cases, be placed on the website together with the organisation chart in order to facilitate patient knowledge of who does what. This will continue to be an agenda item.

It is clear that the Practice remains under significant pressure, with demand for services at an extremely high level. A face to face appointment with a GP remains available, as has been the case throughout the pandemic, where there is a clinical need. Access to a GP continues to be by telephone triage initially with a telephone consultation normally being the first contact with the patient. This is in order to provide the most effective service to all patients. The treatment room continues to see patients, as it has done throughout the pandemic. A limited number of online appointments are being made available for patients to book and the intention is to extend this facility as soon as is reasonably practicable.

*The pressures on the Practice can be summarised as:*

1. The high level of patient demand being experienced, combined with reduced resources due to staff leaving and the main holiday period.
2. Extremely high eConsult volume - resulting in a clinical triage for urgent cases with a potential 10 day delay in responding.
3. The vaccination clinics are continuing to be delivered and walk-ins have been successful. However, the PPG has been presented with evidence of vaccine hesitancy made plain by abusive responses from some patients, as the younger age groups have been invited to be vaccinated. This is particularly distressing for reception staff, who should not be abused in this way. The PPG will be considering how this can be addressed.
4. Some patient referrals by GPs are not being accepted because of the general pressures on NHS services.
5. Inefficient hardware and software used by the Practice Manager and the Operations Manager, inhibiting communication and inhibiting the maximisation of data analysis.
6. Extremely high volumes of telephone calls with the telephone queueing system needing further refinement through active engagement with the provider.

I respectively ask all patients to recognise the current pressures on the Practice and appreciate that all staff are working very hard indeed to provide the best possible service**.** I reassure you that your PPG work in the best interests of all patients and will place these issues on the agenda for the next meeting, and report back. Other PPG Actions include:

* The PPG is exploring ways in which these pressures, which are being experienced in many GP Practices, can be communicated to the Citywide PPG and to the Clinical Commissioning Group - *with the aim of seeking solutions, not to bash the Practice.*
* The PPG Chair will also be visiting the Surgery. This is to talk to the Practice Manager, the Operations Manager and others about these issues, again with *the aim of seeking solutions.*

**PPG engagement with patients**

The PPG aim is: ‘*to* **s***upport the NHMG Practice through expressing the patient voice and being a constructively critical friend’*. PPG opportunities for developing dialogue with NHMG patients were deferred until the next meeting. The agenda items will be:

1. PPG newsletter Vol: 1 Iss: 2 – October Issue.
2. Planning for establishing a Patient Reference Group (PRG) and publishing future agendas, and inviting comments to PPG Chair (how?).
3. Incremental PPG recruitment strategy is for 2 more members to be ‘early years’ and ‘preventative years’ PPG patient representatives; we are well represented in the ‘ageing well’ years (as are most PPGs).

**Any other business**

* The Practice Pharmacist is to be invited to the next meeting to talk about her role.
* Using independent clinicians for vaccination clinics is being considered.
* ‘Old’ and ‘new’ building issues were discussed and the Practice will communicate with patients in line with the Communications and Engagement Plan that was developed, and approved, for this purpose.
* *Date of the next meeting - Wednesday, 22 September at 1pm at Cosham Health Centre*

**Stephen Pilbeam, NHMG PPG Chair**