

NHMG PPG Meeting Summary 15 December 2021 - Present SC and SP

Practice Manager's verbal report on patient demand and service delivery

The Practice continues to be under extreme pressure and the NHS guidance on delivering more booster jabs is placing extra demands on hard pressed staff. This may involve weekend, evening and public holiday working. Whilst most patients recognise that staff are doing the best they can, I'm afraid that there remain instances of abusive language and behaviours by some patients, requiring formal action by the Practice Manager. I appreciate that we do not always get what we want when we want it, but I can assure you that I am confident that the medical and administrative staff are doing the best they can in very difficult circumstances.

Vaccinations – the state of play

An action plan for booster jabs is being developed and at the time of the meeting NHS guidance was being received. GP practices have been instructed to establish clinical priorities (undefined by the NHS!?) in order to create booster jab capacity. In effect, this means that some treatments, reviews and consultations may have a lower priority and this may disappoint some patients. Practices have been given authority to turn off eConsult, but this may increase pressure on telephones. This is clearly a very difficult balancing act for each and every GP Practice.

New building developments

This project continues to develop and expert advice is being obtained in order to ensure that the new building is fit for purpose.

Feedback from Patient and Practice Charter workshop and consultation

The PPG Chair has contributed to this NHS consultation and given feedback that it should be deferred until a later date because of the potential for it to increase further the pressure on GP Practices, and consequently have a negative impact on the delivery of patient services. I have advised the Practice not to subscribe to it.

PPG developments are on hold due to winter pressures and volume of patient feedback

It was agreed that the Practice is receiving sufficient patient feedback during the pandemic. The PPG Chair and Vice-chair will keep in regular contact with the Practice Manager and continue to meet.

Website amendments - PPG Summaries are not located correctly and the expression of interest has not been deleted

The Practice Manager will seek authority for the PPG Chair to establish direct contact with the web site administrator in relation to PPG matters

AOB

The Vice-Chair prepared individual staff gifts which were distributed as small token of patient appreciation for the fantastic work they are doing. Thanks and keep up the great work!

Date of next meeting – 23 February 2022 11am (tbc)

Stephen Pilbeam NHMG PPG Chair