

## **1. Service Delivery – “Together we can choose well”**

Viktoria is a Clinical Pharmacist and independent prescriber within our PCN Pharmacy team and she made a presentation to the PPG about her role and how she can help patients and health professionals. It was clear that the specialist knowledge that pharmacists is an invaluable asset to patients, to doctors and nurses. Patients can be referred to the pharmacists through the triage process. This role complements that of the Social Prescriber through not only having specialist knowledge but also making better use of GPs time.

Dr. Prith Chhabda attended the meeting and had a separate meeting with the PPG Chair to discuss the New Building Project. Dr. Chhabda made it clear that there will continue to be pressures on GPs because the UK is currently millions of appointments short of the demand from patients. In our Practice we are currently one GP down due to absence. Work has been done to check on whether the reduction in face to face appointments with GPs had impacted on some Referrals. There was some impact during the height of the first wave, but referrals have largely returned to pre-pandemic levels. The PPG Chair also had brief meetings with Dr. Choudhary and with the Operations Manager.

The PPG Chair spoke to nurses and to reception/administrative staff after the meeting and took feedback on the pressures on the Practice, and feedback being received from patients. Whilst most patients appreciate the work that is done by the Practice, it is clear that some do not and are vocal in expressing disapproval. I would respectfully ask all patients to maintain courteous relationships at all times, even when making a complaint. The Practice wants to hear your feedback, positive and negative, but the Practice, like the whole NHS is experiencing relentless pressure. Our Practice is doing the very best it can. The PPG Chair thanked all staff for their sterling efforts. The pressures on the Practice can be summarised as:

1. A high level of patient demand continues to be experienced. Face to face meetings with doctors and nurses have continued throughout the pandemic where there is a clinical need. The attached NHS leaflet gives further information the triage process.
  2. Extremely high eConsult volume - resulting in a clinical triage for urgent cases with a potential 14 day delay in responding. However, clinically urgent cases are triaged for action.
  3. Some patient referrals by GPs are not being accepted because of the general NHS pressures
  4. Inefficient hardware and is inhibiting communication and the maximisation of data analysis. An additional budget was requested to replace 2 laptops.
  5. Extremely high volumes of telephone calls with the telephone queueing system needing further refinement through active engagement with the provider.
- 2. Vaccination Clinics** – COVID, Flu and pneumonia clinics are being delivered. Independent clinicians are being utilised for some vaccination clinics.
  - 3. PPG opportunities for developing dialogue with NHMG patients.**
    - PPG newsletter Vol: 1 Iss: 2 – October 2021, planning for establishing a Patient Reference Group (PRG) and the incremental PPG recruitment strategy – all deferred to Spring 2022.
- 4. Website**
    - Some appointments can now be made on line again.
    - A list of surgery Services is below – click on the link on the Practice website
    - PPG Summaries to be correctly located and PPG application to be removed.
  - 5. Any other business**
    - Next meeting - Wednesday, 24 November 2021 (*time to be confirmed*)

**Stephen Pilbeam, NHMG PPG Chair**

## Why are GP practices still working differently?

If the pandemic is over why can't I get a GP practice appointment like I used to?

The pandemic is not over. GP practices have been working hard all through the pandemic to continue delivering services to people. In order to protect people, and following government guidance, we must maintain safe infection control and minimise unnecessary physical contact.

### How are practices working now?

All appointments are being triaged. This means you will be assessed to decide who needs:

- to be seen in person
- a phone consultation
- a video consultation
- which healthcare professional will be able to provide you with the best care

### Why do receptionists ask personal questions?

GP reception staff are a vital part of the health care team and ask questions to direct you to the best support. They are skilled in assisting with triage and treat all information confidentially.

### I wanted to see my GP, so why am I seeing someone else?

Many GP practices now include a range of professionals (e.g. advanced nurse practitioners) who can diagnose and treat health conditions. This ensures that you see the right person at the right time more quickly.

### Why aren't face-to-face appointments given as the default?

You will be offered the most appropriate appointment to meet your needs safely and quickly. Sometimes this may mean you are given advice or a referral over the phone or online, or you may be offered a face-to-face appointment.

### What about emergencies?

Always dial 999 in a life-threatening emergency. If you need help with minor injuries at any time or urgent care when your GP practice or community pharmacy is closed visit [111.nhs.uk](http://111.nhs.uk) or dial 111 if you do not have internet access.

### Where else can I get help?

Visit [www.nhs.uk](http://www.nhs.uk) for advice on common symptoms and a list of local services or speak to your community pharmacist first for advice on minor illnesses. Find your nearest [nhs.uk/service-search/find-a-pharmacy/](http://nhs.uk/service-search/find-a-pharmacy/)

## Please be patient

Our health services are under enormous pressure, but we are open and here if needed. You can help us and help yourself by making sure you get the right care, in the right place, at the right time appropriate for your needs. Please continue to be kind to our staff, socially distance where possible and wear a face mask in healthcare settings.

Together  
we can  
choose  
well

## **NHMG Services**

### **Alcohol Advice**

NHS Advice on drinking recommends that men should not regularly drink more than 3-4 units of alcohol a day and [...]

### **Antenatal Care**

Antenatal care is the care and help you receive from health professionals during the course of your pregnancy

### **Breast Screening**

The National Breast Screening Programme was introduced in 1988 as an early detection service for breast cancer.

### **Cervical Smear Tests**

The practice nurses provide a cervical cancer screening service.

### **Childhood Immunisations**

One of the most important things that a parent can do for their child is to make sure that they [...]

### **Counselling**

Counselling is a therapy which involves talking through your problems to a counsellor.

### **Diabetes**

Diabetes is a long-term condition caused by too much glucose, a type of sugar, in the blood. It is also [...]

### **Emergency Contraception**

If you've forgotten to take your pill, your condom split or you've had unprotected sex in the last 72 hours [...]

### **End of Life Care**

Sadly, every year hundreds of patients in Portsmouth die as a result of terminal illnesses and old age.

### **Family Planning**

The family planning clinics offer free, confidential advice about contraception and sexual health.

### **Flu Immunisation**

Seasonal flu is a highly infectious illness caused by a flu virus.

### **Healthy Hearts**

Coronary heart disease happens when your heart's blood supply is blocked or interrupted by a build-up of fatty substances in [...]

### **Hypertension**

Hypertension relates to High Blood Pressure. High blood pressure often causes no symptoms, or immediate problems,

### **Minor Surgery**

Certain small surgical operations can be performed at the surgery.

### **Phlebotomy**

The Practice offers a number of blood testing clinics across the week.

### **Physiotherapy**

You can now see a physiotherapist without being referred by your doctor,

### **Preconception Advice**

If you are planning to have a baby you need to know more information about how to look after yourself [...]

### **Respiratory**

Our respiratory clinics are primarily intended for patients with Asthma and COPD.

### **Sexual Health**

A range of sexual health services are offered at the surgery including: Contraception and contraception advice Emergency contraception and emergency [...]

### **Sick Notes**

Self-certification is the correct procedure to use if you are ill and unable to work for up to seven days. [...]

### **Smoking Cessation**

If you're trying to give up smoking, we can help. Studies show that your chances of success will be greatly

### **Travel Services**

Before travelling overseas, it is important to be aware of the possible health risks and how to prevent problems, or [...]

### **Weight Loss**

A range of options are available to support people with weight loss. To understand which of them may be the [...]