

NHMG PPG Meeting Summary 23 February 2021 - Present SC, JP and SP

Practice Manager's report on patient demand and service delivery

The Practice continues to be under intense and unrelenting pressure with significant staff sickness further stretching the staff resources. Demand continues to exceed services capacity, resulting in some patient frustration. eConsult demand has been very high and restricted times have necessarily been introduced. The in-surgery Social Prescriber, Nurses and Pharmacists have key roles to play in consulting with patients.

Patient care navigation to the alternatives to a GP consultation will continue to play a significant role in NHS General Practice. The receptionists need information on patient problems in order to be able to advise patients on the most appropriate route to care. The need for patient communication and education in relation patient navigation will continue to feature in PPG discussions.

There appears to be some improvement in patient referrals by GPs.

Vaccinations – the state of play

Clinics have been delivered for 4th doses for medically vulnerable patients and the Practice is awaiting instructions on 4th doses for over 75s.

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.

Website amendments

The Practice website has not received priority of attention during these challenging times for the NHS and the Practice. The PPG will continue to work with the Practice to develop the website, particularly in relation to supporting care navigation for patients. Initially this will be done by highlighting the alternatives available.

AOB

A Practice Newsletter will be considered after the next meeting.

Date of next meeting – 6 April 2022 11.30am

Stephen Pilbeam NHMG PPG Chair