

CNHC PPG Zoom meeting 28/01/2022

Present: Moira -chair; Peter – secretary; Sue Butterworth; Ed; Paula; Sue Chapman: Maz

Note: Jane has left the group but wishes us well.

- Kristina (PSM) sent a response to our suggestions on surveys,
 - General discussion on the idea of surveys, following notes:
 - Currently it is understood that most patients are not happy with the telephone response time or the wait to see a clinician
 - Could do straw polls on specific subjects
 - Is this Healthwatch role, they did a survey in the marketplace?
 - We, the PPG, could help by putting items on the PPG Facebook page
 - Some demand is driven by patients requiring reassurance, especially if dealing with a young child or an elderly parent.
 - Many responses will be emotive
- Communication and patient education (Understanding):
 - We, the PPG had some great ideas presented to us regarding a communications strategy, no obvious actions on this recently
 - Patients expect immediate responses, too often need to see the GP when another clinician would be better and do not believe that GPs are working enough hours/days.
 - Need to tell the population even more that there are other services available to them, the Pharmacists being an obvious route, they can prescribe antibiotics.
 - In fact, the GPs often work into the evening, their paperwork/computer entries, take up a lot of time as well as trying to obtain referrals to secondary care, which is under intense pressure still dealing with the pandemic
 - The demand on the practice is incredibly high, the pandemic has created a backlog of patients now needing care.
 - Are patients willing to use more technology, e-mail. Video calls etc?
 - Getting more information/data out to patients may help with their understanding and their frustrations, though may not reduce the demand
- Are specialist clinicians available?
 - We already have specialist nurses and pharmacists, but are there specialist clinicians to deal with other specific issues, for instance: Mental Health menopause
 - It would also be useful to have different systems in place for young adults/schoolchildren who may not wish to be seen going to the health Centre
- Extended hours contracts:
 - All Practices need to put into place plans to have extended hours opening, an evening and Saturdays
 - Need to understand how this will operate, will it be as “normal hours”.

Generally felt we need to discuss what our current role as a PPG is?

Date for next meeting to be determined.

Thank you

Peter

Secretary CNHC PPG