

## July 2020 circular email/briefing note to Northway PPG members

*Northway PPG: aiming to promote and support the Practice and provide a voice for patients by*

- Regularly communicating with the wider patient group to keep them informed and to hear their feedback
- Supporting the GP practice to encourage take-up of services that will help to make the practice run well
- Providing useful information and contacts to promote good health and well-being

I am mindful of the need for members of our PPG to keep in touch to ensure that we do not lose the impetus of the Group during these difficult times, where we can no longer hold meetings that we physically attend....

Having tried a PPG meeting using Zoom (22<sup>nd</sup> June), I think it's clear that we ideally need to have a license to allow for a meeting of more than 40 minutes duration. After our Zoom meeting, I contacted Helen Codd, Engagement Manager at the CCG to ask if there could be funding (similar to the PPG Purse monies of the past) made available to the PPGs to enable them to acquire licenses and she said she would look into this and would seek funding from DIHC.



In the meantime I'm proposing to do an email circular to PPG members (with printed copies sent out to Bob and Ray) and I think this could pretty much cover the main information that we would normally have on our meeting agenda – ie:

- (a) Latest news/update from Dr Pritchard regarding the Practice – new ways of working, PCN, staffing, premises, etc
- (b) Updates from Chair/other members from attending or joining meetings such as POPs, Healthwatch, Health Forum, etc
- (c) Issues/concerns raised by patients via PPG members for discussion/response by Practice
- (d) Other 'usual business that would be raised via PPG agenda

I've had a chat with Dr Pritchard about this proposal and he agrees that it would be a good means to ensure that the PPG continues to function in providing valuable support to the Practice and to its Patients. He is happy for questions/issues to be raised through the PPG Chair, which he can discuss with the Practice Team so that they are aware of any patient concerns and can work to identify if solutions can be found to improve that experience.

I will send a further email in a few weeks time when I have Dr Pritchard's update from the practice which I know will include new members of the medical team at the surgery as well as information about what's going on across the PCN and the new Dudley Integrated Health Care Partnership. I also raised some issues/feedback/suggestions that I had been made aware of through PPG members or patients contacting me which Dr Pritchard said he would discuss with the practice team – these included:

- **Phone lines** – patients saying they can't get through, lines constantly engaged. Might it be possible to have more phone lines in to surgery?

- **Repeat Prescriptions** – (linked to phone lines issue above) – written requests for repeat items no longer accepted, only requests by either telephone or online eg via Patient Access. Need to find ways to encourage more patients who could use online patient services to do so in order to free up phone lines for the few who don't have that option. What about promoting the Prescription Ordering Direct service – the Dudley call centre type of arrangement – or having something similar set up to cover repeat prescription requests for the 8 PCN surgeries?
- A few grumbles that **the surgery is always closed, what about if I need to see a doctor ....?** Patients don't really know/understand why the surgery is 'closed' to general walk in access, and need some reassurance that if they do need medical help, this will be available and how this will be accessible to them. These arrangements are not unique to Northway – all surgeries in Dudley operating in a similar way. Could there be some kind of information note drafted perhaps by CCG to explain this – put a copy on the window so patients can read it, find ways to get this information out there via hospital waiting areas, pharmacies, social media links etc? Post it on surgery website and send link out via text message to patients ...?
- **Premises** - use of window at side or back of building and patients waiting outside to be let into surgery for an appointment: might it be possible for awnings to be installed so that when patients are waiting on a rainy day, there is some protection?
- **Blood Tests** - heard that Ladies Walk clinic now trialling afternoon appointments as well as mornings – doubling capacity, which has drastically reduced waiting time for appointments (a great outcome from our campaigning!). Is this likely to become a permanent arrangement / are there other alterations to the phlebotomy services which were promised as part of a service review?
- **Winter Flu Jabs / (and possible COVID vaccination?)** - have the arrangements yet been finalised for this programme – is it likely to get underway in September for all patients aged over 50? Will it be done at the surgeries or is it likely there will be a mass inoculation programme at say PCN or CCG level – where people go to car parks for drive thru type of inoculation? Is there any likelihood that such inoculations could be made mandatory?

I will include any responses, along with the update from Dr Pritchard on practice news, staffing, etc, in the next PPG briefing note/circular in a few weeks time.

### Other PPG 'Usual Business'

#### **1. Annual NHS GP Satisfaction Survey – 2020 Survey Results**

The NHS GP Patient Survey results for 2020 have recently been published and I have analysed the data into the two documents attached, which I shared with Dr Pritchard a couple of weeks ago. I would normally include this on the agenda for PPG discussion.

- The first document looks just a Northway Medical Practice and compares to previous years as well as CCG and All England.
- The second document compares the results across all of the surgeries in our PCN and highlights best and worst performing, as well as providing the CCG and All England averages.

If you have any particular questions, please let me know.

## 2. Review of PPG Activities 2019/20

At the end of each of the past three years I have reflected the key activities of the PPG in an annual review document. The disruption of our PPG meetings due to the Covid-19 lockdown isolation requirements means this document has been drafted but not shared, so I thought I'd take this opportunity to circulate it, somewhat belatedly to you, just for general information purposes.

### Events Information

Please feel free to join in the following events and surveys:

#### **People's Network – by Zoom:**

**[Wednesday 5th August at 1.30pm](#)** For our August People's Network we have teamed up with Dudley Council for a friendly online conversation to ask if you have been able to get the support you need during the COVID-19 emergency, what has worked well and to hear your ideas to make care better.

**Click [here](#)** to sign up - we hope you can join us as your views can make a difference.

#### **Public invite - Conversation launched on proposal to merge the Black Country and West Birmingham CCGs - event 4th August - please book**

We have a virtual meeting in Dudley, but if you can't make that one, please join us at one of other on-line meetings, each with a local focus.

| Focus           | Date/Time                    | To book your place   |
|-----------------|------------------------------|--|
| Dudley          | 4 August<br>9.30 – 11.00 am  | Email: <a href="mailto:dudleyccg.contact@nhs.net">dudleyccg.contact@nhs.net</a><br>Telephone: <a href="tel:01384323602">01384 323602</a>           |
| Sandwell        | 30 July<br>2.00 – 3.30 pm    | Email: <a href="mailto:Swbccg.engagement@nhs.net">Swbccg.engagement@nhs.net</a><br>Telephone: <a href="tel:01216121447">0121 612 1447</a>          |
| Walsall         | 13 August<br>11.30 – 1.00 pm | Email: <a href="mailto:walsallccg.getinvolved@nhs.net">walsallccg.getinvolved@nhs.net</a><br>Telephone: <a href="tel:01922603077">01922 603077</a> |
| West Birmingham | 4 August<br>11.00 – 12.30 pm | Email: <a href="mailto:Swbccg.engagement@nhs.net">Swbccg.engagement@nhs.net</a><br>Telephone: <a href="tel:01216121447">0121 612 1447</a>          |
| Wolverhampton   | 4 August<br>9.30 – 11.00     | Email: <a href="mailto:Wolccg.wccg@nhs.net">Wolccg.wccg@nhs.net</a><br>Telephone: <a href="tel:01902444878">01902 444878</a>                       |

Visit our website for more information – <https://www.dudleyccg.nhs.uk/conversation-launched-on-proposal-to-merge-the-black-country-and-west-birmingham-ccgs/>

#### **First Ever National Impact Survey Launched By Neighbourhood Watch – complete by 21<sup>st</sup> August**

Neighbourhood Watch Network is excited to launch our first National Impact Survey and we want EVERYONE to take part. It doesn't matter if you are part of Neighbourhood Watch or not, we want your views. It should take you less than 10 minutes to complete. Click on the link <https://bit.ly/2XbuX8J>.

That's all for now!

Best wishes to you all and stay safe.

*Karen*