

**North Harbour Medical Group (NHMG), Cosham Health Centre
Patient Participation Group (PPG) Meeting Friday 30 September 2022**

In attendance: Sue Crook, Practice Manager; Simon Evans, Operations Manager; Dr. Shish Choudhary, GP Partner; Dr. Maryam Brady, GP Partner; Jackie Parry, PPG Vice-Chair; Stephen Pilbeam, PPG Chair.

Also in attendance for the meeting, and for a surgery tour to meet nurses, other clinical staff and reception (care navigators) and administrative staff, was the Rt. Hon. Penny Mordaunt in her capacity as Portsmouth North MP. The visit was arranged by the PPG Vice-Chair, Jackie Parry. The objective of Penny Mordaunt's visit was:

To provide a front line experience in relation to the challenges of delivering primary care in the current climate.

Key outcomes and actions

Pressures on the Practice

1. Penny Mordaunt was made aware, with examples, that the demand for Practice services is at unprecedented levels and resulting in unrelenting pressures. This has potential to impact on GP and staff recruitment and retention, GP and staff sickness, operational capability, wasted management time and the ability of staff to perform to the highest standards. The persistent negative press on fully stretched GPs and surgery staff needs counteracting. It is recognised that there is little that can be done at a political level about the prejudiced and destructive reporting in Daily Mail, and the like. However, it is time for truth to prevail about the pressures in Primary Care, these pressures will not be relieved by setting target which are not resourced effectively.

Care Navigation

1. More emphasis is needed on educating patients in relation to care navigation in order to enable and empower patients to access the most appropriate health care professional, and whether it should be on-line, telephone, self-referral or face to face.
2. Penny Mordaunt offered to work with the surgery to develop a video which would explain the respective clinical and administrative roles which could be distributed on social media.
3. The PPG will engage with the Hants and IOW Integrated Care Board (ICB) to encourage greater emphasis on a patient education strategy in relation to care navigation, because one Practice cannot change the patient mindset on its own. Dr. Choudhary made the point that patient education in relation to Primary Care services needs to start with schools and colleges and feed through to all generations, including those who continue to see the GP as the first port of call.

Digital healthcare

1. Consistent messaging in is needed in helping patients to engage with digital healthcare opportunities and in particular the NHS App and NHS111.
2. The PPG will engage with the ICB to encourage even greater emphasis on a patient education strategy. Again, one Practice cannot change the patient mindset on its own. Some ICB surveys are viewed by the PPG as misleading in terms of GP access and counterproductive in creating unrealistic patient expectations. 'Statutory duties' have been provided as an excuse for these inappropriate surveys previously, this is not convincing.

Practice Manager voice

1. The view of the PPG is that this voice is not being sufficiently heard by the ICB. As a key stakeholder in Primary Care, the voice of the Practice Manager needs to be heard by the ICB to a greater extent.
2. The PPG will engage with the ICB to encourage even greater emphasis on a harvesting the vital front line voice of Practice Managers.

The new surgery building at Treetops, Cosham

1. There are significant problems with the existing building and the plans for the new building are not progressing at sufficient speed. Nor is there is a contingency if the practice has to leave the building before the new building is completed. Penny Mordaunt agreed to contact key NHS stakeholders in the new building development to seek answers on how it can be accelerated.
2. The PPG will inform the ICB and seek ways to elicit support in progressing this issue, and seek to identify other fora whether the NHMG patient voice can be heard. NHMG patients need a building that is fit for purpose!

Stephen Pilbeam, NHMG PPG Chair