**Minutes PPG Meeting 16th August 2022**

**Attendees** ID, JP, MS, JD, JW

**Guest Speaker**s Lisa from Healthwatch

**Apologies**- CH, PG

JP welcomed everyone to the meeting and advised of the apologies.

**Lisa gave a brief background on Healthwatch.**

* Healthwatch evolved in 2012 as a way of being involved in reviewing Health and Social Care Provider. With the aim to help services improve by listening to the views from service users and understanding their experience. Looking at what do services users need.
* Healthwatch is linked into every borough nationally
* Healthwatch also offer an advocate service for those who require support or assistance to navigate raising concerns.
* Healthwatch is a public funded body.
* Health watch have recently collaborated with 3 Healthwatch teams from other boroughs and undertaken a project regarding the arrival of online platforms into general practice and looking at groups who could be disadvantaged by the use of these platforms.

The reason for Lisa attending the meeting today was to speak to the group about undertaking a feedback project with patients regarding the practice. This can include any number of areas, but we are aware of the negativity surrounding general practice throughout the pandemic and access to general practice being an area under the spotlight.

JW gave a brief summary from the introduction of Askmygp platform back in April 2020 when the covid 19 pandemic came and NHS England mandated that all General Practice providers must have an online platform in place in order to remotely consult with patients to protect from the risk of covid 19. From this time our practice along with all Wigan practices moved to the Askmygp system and have continued to adapt our ways of working in attempt to find the best solution for our patients whilst following the guidance we received regarding management of our practice during the pandemic. We full acknowledge to change this brought for both patients and our team in the way in which we work.

As a group we discussed the impact of the changes and the thoughts and views within the room. We spoke about what we want to achieve from this project. JW highlighted concerns in that we are aware the public are not happy with the changes that have been made however demand has also increased greatly and unfortunately, we don’t have an immediate solution to resolve demand V recourses. We spoke about using our project to educate our patients on our system and what the practice does to manage requests from patients. Along with a number of other points such as self-care. We acknowledged that for the moment online platforms are still a requirement in general practice and with technology moving forward we accept this requirement is likely to stay. However, we continue to strive in moving the way we manage this forward. We also acknowledge that immediate resolutions or reversion back to pre-pandemic systems is unlikely and therefore do not want to set expectations of patients for disappointments with what could be seen as lack of action from survey results. We can provide education which explains how we manage the system and what we offer our patients in the hope this will help them understand the reasons why we have the systems in place that we do.

We reviewed a survey created by the group back in 2019 which was used to obtain patients feedback. Many of our members kindly attended the practice during our FLU clinics to help obtain feedback at this time.

We also reviewed and discussed the national survey that is undertaken each year in general practice our results this time have sadly fallen. We feel our new survey needs to be more bespoke so not to duplicate. We agreed that we need to reach to all groups and may need to use technology to do so. The group kindly offered to attend during the Flu sessions again but also suggested we use text messages to send to those who may not attend.

We agreed to all consider questions we feel relevant to ask at this time and circulate. Then agree a format and consider how we work on the information feedback to patients. Lisa confirmed she is happy to take part in the work of the group to support us.

JP provide a brief update from meetings attended with the CCG

* Integrated care board – went live on 01st July 2022. ICB is the new integrated care system for greater Manchester at which point 10 clinical commissioning groups in Greater Manchester will cease to exist and Wigan is one of these. The ICB board will be responsible for the allocation of, and accounting for NHS resource. It will fulfil primary and secondary care commissioning functions and it will create a plan for NHS services. As a result G.P practices will not be affected in the short term.

All attendees were thanked for their time in attending the meeting.

**Dates and times for future meetings**

Members prefer the meeting being held at the practice so we will continue with this.

Date of next meeting to be circulated. (this may be slightly over our usual bi monthly meeting date as we will gather the feedback from our patient surveys to form the base of our meetings)

 