



PATIENT PARTICIPATION GROUP (PPG) FOCUS GROUP EVENT, 5 NOVEMBER 2024

Our Patient Participation Group



Membership is open to all registered Meon Health Practice patients aged 18 years and older.

Membership is a voluntary role.

All members must agree to our PPG [Members' Code of Conduct](#).



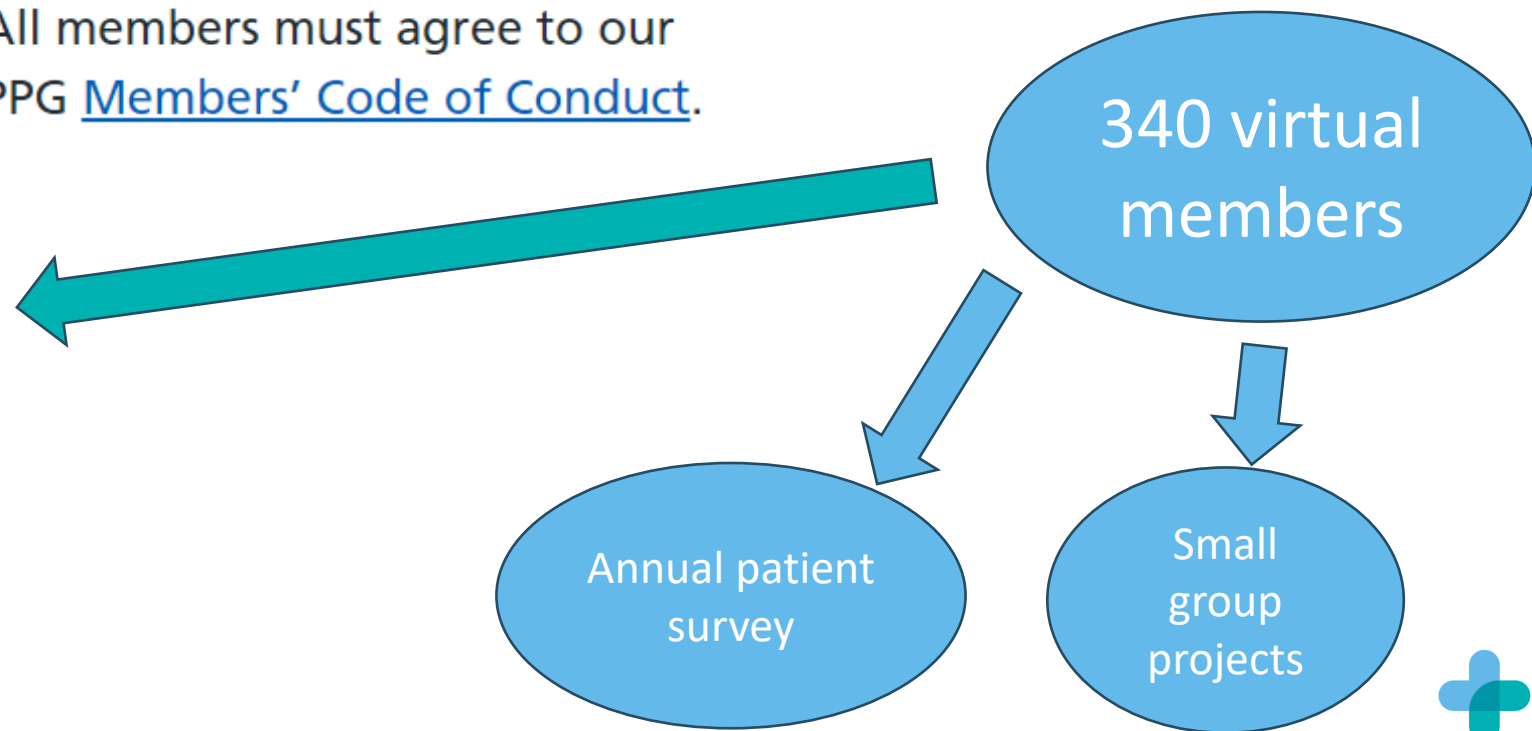
Get involved



Listen

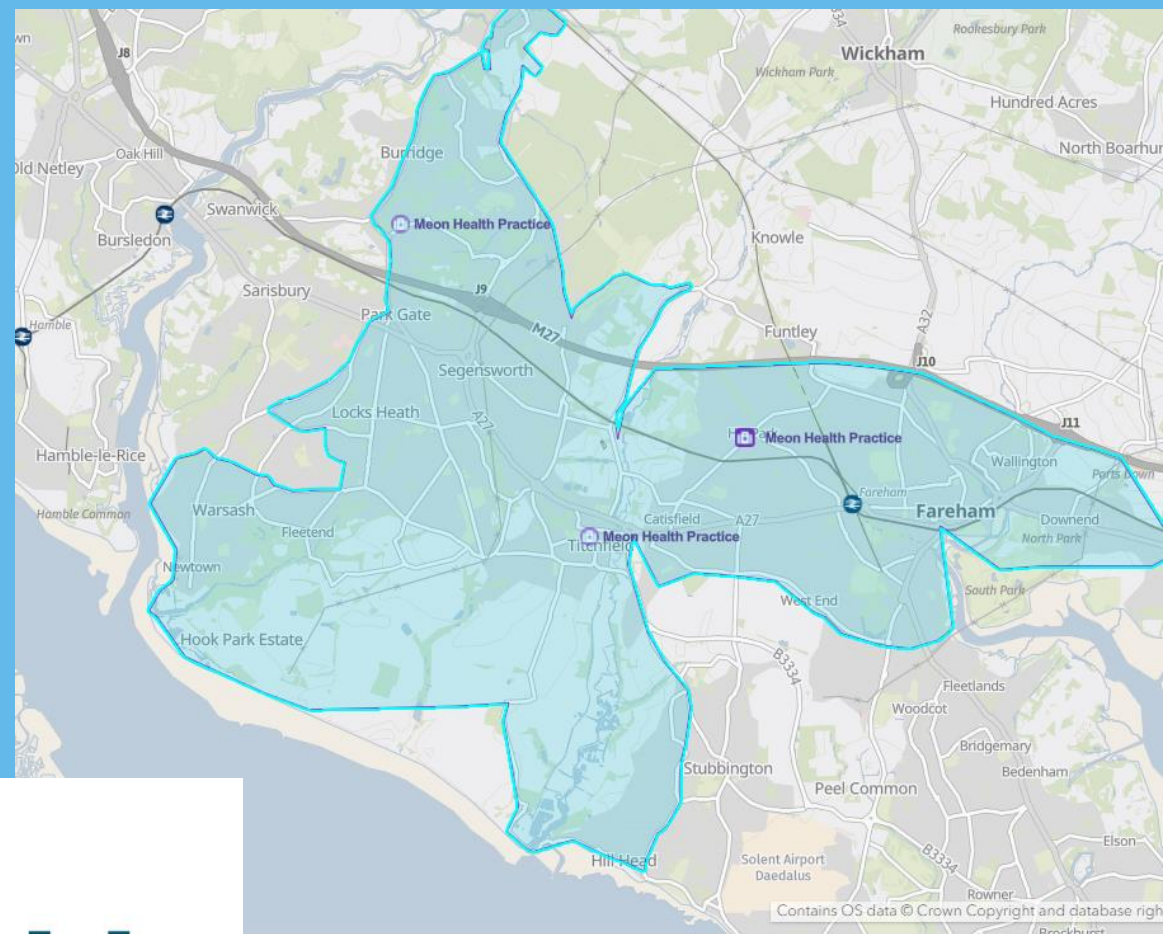


Work Together





HIGHLANDS • JUBILEE • WHITELEY



Meon Health Practice

Supporting your health & wellbeing

Primary care: The national picture

Why can it sometimes be difficult to get an appointment?

- Facing **unprecedented demand** which is outweighing capacity
- Consultation rates per patient have increased
- An ageing population, and more complex health needs
- Practice teams are **struggling to recruit** for vacant posts
- Effects of the backlog elsewhere in the NHS
- Practices are **underfunded**



What is happening to GP practices - the local picture

Friday 11th October 2024 - GP status report across Wessex from Wessex Local Medical Committee

‘We are hearing a lot of feedback from Hampshire & Isle of Wight practices that emphasise the significant pressure these practices face each week, particularly concerning staff sickness, and elevated patient demand.’

- *“High staff absence”*
- *“Team are great but have had enough”*
- *“This is not sustainable”*
- *“To be safe we cap appointments”*
- *“Staff are tired”*
- *“We cannot fill our vacancies”*

Before we merged, we had...

Highlands

Core GP Services
delivered by
partners, salaried,
retainers, trainees

Practice Nursing
with in-house
Phlebotomy and
HCAs

Jubilee

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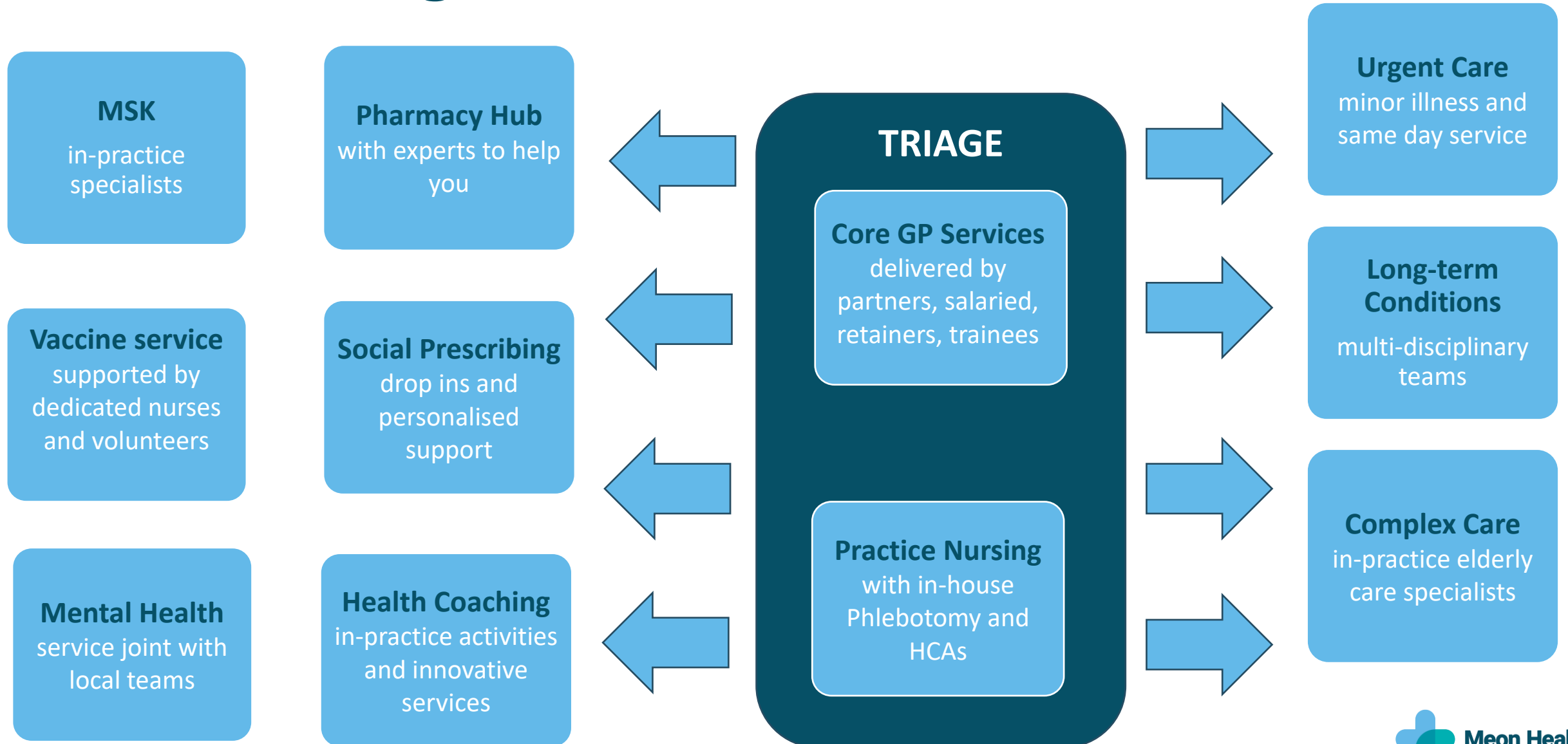
Whiteley

Core GP Services
delivered by
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retainers, trainees

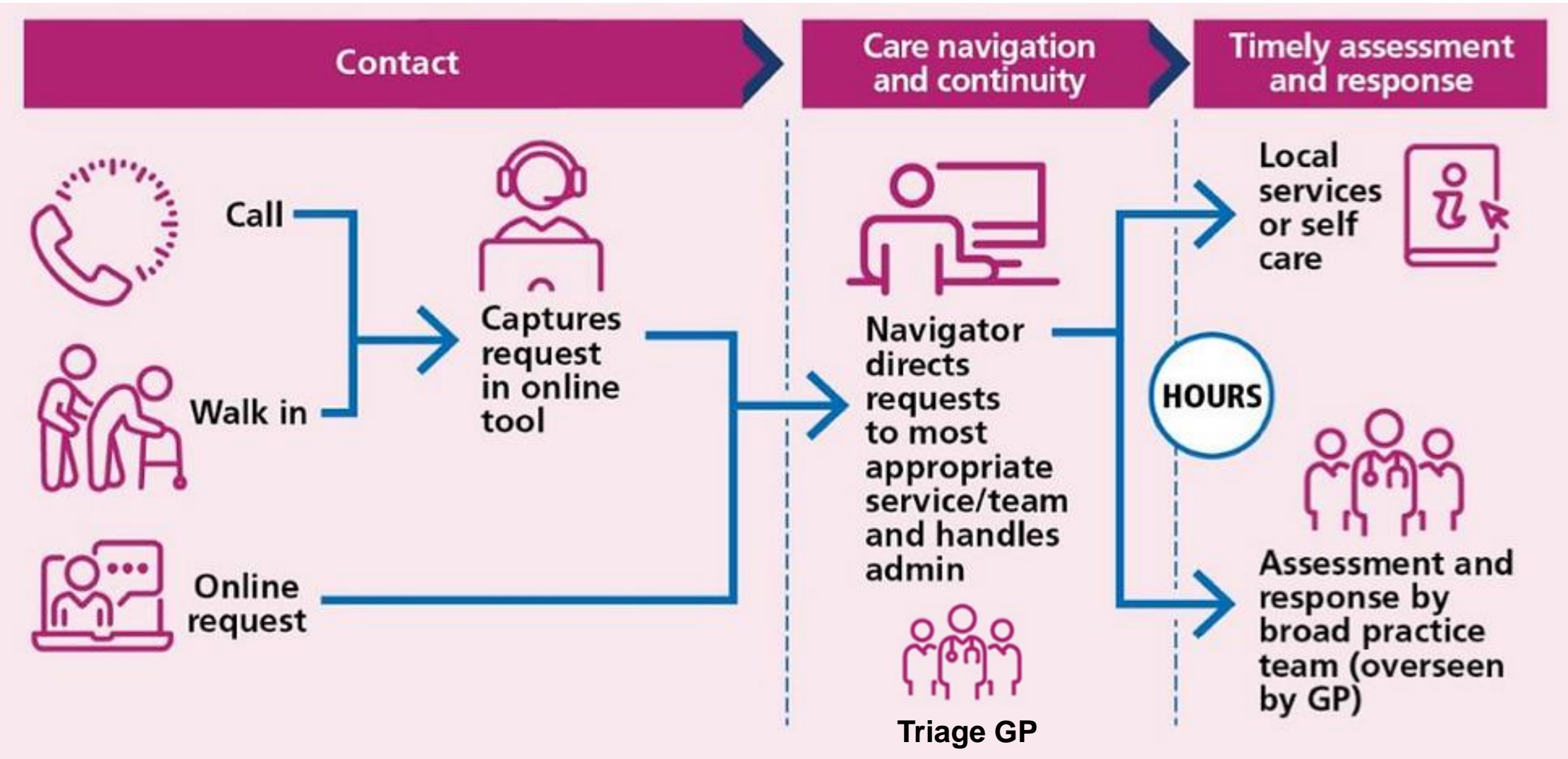
Practice Nursing
with in-house
Phlebotomy and
HCAs

Urgent Care
minor illness and
same day service
at Fareham
Community
Hospital

Since we merged, we have...



What is triage? The NHS guidelines in action



'It takes a team'

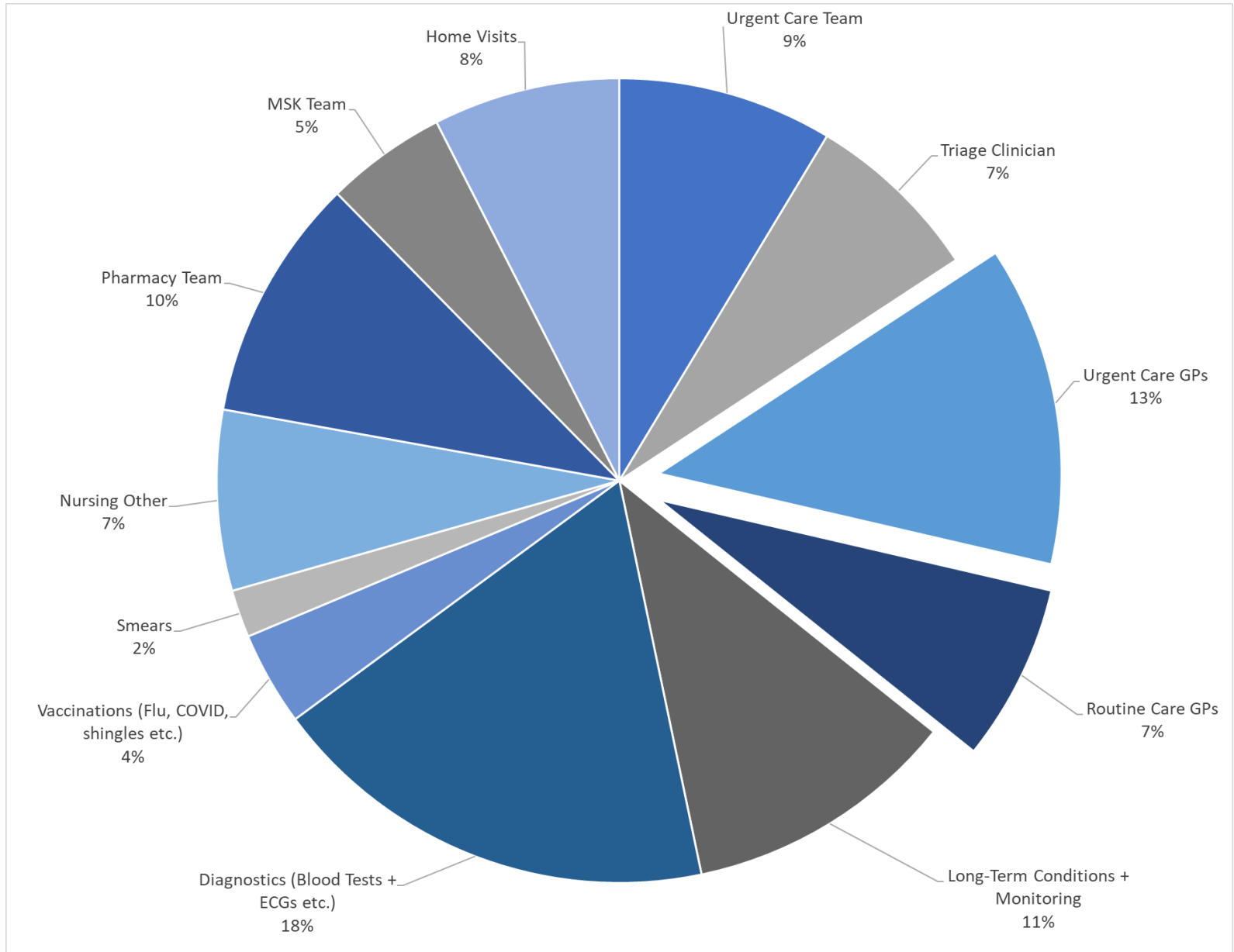
Your GP cares about your health, that's why all members of the practice team are integral to ensuring you get the best healthcare. GPs are not the only professionals who can handle your health needs, they have a team to help too.



Alongside our GP doctors, we have:

- Advanced Practitioner Nurses (APNs) and Practice Nurses
- Phlebotomists and Healthcare Assistants
- Musculoskeletal (MSK) Practitioners
- Clinical Pharmacists and Pharmacy Technicians
- Paramedics
- Social Prescribers and Health and Wellbeing Coaches
- Care Co-ordinators, Patient Advisors and Administrators

How we use our time and is it working



**GP Appointments
Diagnosis and Plan**

How we look after people with specific needs

End of life care - Patients looked after by dedicated team with direct access to care co-ordinators

Home visits - Seen by dedicated team who visit for new/acute problems and annual reviews

Patients with cancer - Quick access via triage for any urgent suspected cancer referral symptoms. Cancer care reviews with dedicated GP/Nurse/Care Co-ordinator

Living in nursing/residential homes - 7 nursing/care homes receive a weekly ward rounds for the care of all their residents. 7 learning disability homes receive a weekly ward walk round

Wellbeing – social prescribing/health coaching/activities/mental health reviews - Weekly drop ins, walks, individual appointments working closely with housing, CAB, inclusion and other local services

Health Coaching - Patients with high blood glucose who can be helped through lifestyle changes have access to an innovative support programme with Redicare who work alongside us to change lives

Back to the PPG...

TODAY:
First Focus Group



Listen



Work together

The last PPG annual survey - you said, we did

You said	We did
Offer a digital/online access route	Patients have submitted over 6,600 admin and 5,300 medical Anima requests
Reduce telephone wait times	Total calls reduced by more than 55% with 75% less in person medical requests
Answer more telephone calls first time	Incomplete calls reduced by 75% with over 20% fewer unique/repeat callers
Reduce the 8am rush	Calls and in person requests from 8-10am are both down by more than 75%
Improve digital options	65% of patients have NHS online accounts allowing access to medical records/results and 48% are registered on Anima