



## ***Does our GP Practice consider the PPG a meaningful partner in promoting health and well-being for patients?***

The PPG Steering Group recognises the pressure Practice Staff have been working under during the COVID-19 pandemic, pressures that are likely to continue over the autumn and winter months. We have also experienced first-hand, the effective and efficient Covid-19 vaccination programme being discharged by our Primary Care Network (PCN).

However one consequence of the impact of the pandemic has in our view, been a loss of patient engagement and participation which has had an impact on our ability to promote our agreed shared vision to provide, ***“A greater focus on health promotion and self-care, helping our patients to take responsibility for their health and wellbeing and live a healthier life.”***

An illustration of this is a lack of communication and engagement with the PPG concerning a number of decisions that have been taken by the Practice that have reduced the ability of individual patients to manage their own health care because of the reduction of online services.

We have raised our concerns with the Practice, but without being able to reach a mutual agreement on the best way forward.

The Steering Group met recently to discuss the lack of engagement between the Practice and the Patient Participation Group (PPG) and considered several options about how to move forward. A decision was reached to pause the work of the PPG until the Spring of 2022 to provide an opportunity for the GP Partners to review the ongoing partnership with the PPG as they plan for the future, whilst emerging from the constraints imposed by the Pandemic.

**This means that we will pause all PPG activities with the exception of two elements that will continue.** We will continue to monitor the ‘Contact Us’ form on our website for patients to make contact, but will not be updating articles on the website, planning any health promotion events, or sending out our health and well-being emails.

The ‘Contact Us’ form provides a means for patients to express opinions and maintain contact, but please remember we are unable to deal with complaints. If patients have a concern, they should use the Practice complaints procedure that may be found on the Practice website. ([Complaints](#)) The second element relates to maintaining a general overview of developments across the GP services on the Waterside. One of the Steering Group will maintain a role to do this.

We hope we will be in a position to relaunch the PPG in the spring and look forward to working with the Practice in supporting the health and well being of patients.