



# Newbold Surgery “Virtual” Patient Participation Group



Dear PPG Member

Welcome to the first edition of the Newbold Surgery **Virtual Patient Participation Group Meeting and Newsletter** – Now isn't that a mouthful!

Well what a year we are all having. I do hope this letter finds you all fit, healthy and most of all safe.

As you are aware our scheduled March and May meetings were cancelled due to the arrival of the Covid19 pandemic as it was not considered safe for us to meet up. We had hoped the pandemic would be short lived and we would be back to our usual bimonthly meetings by July but as you can see this is sadly not the case and I was forced to cancel the July meeting as well.

I recently received an email from NHS England and the CCG suggesting that we reinstate our PPG meetings and have them remotely via Zoom or Teams. These are programmes on your computer, ipad or smart phone which allow you to join virtual meetings and see/speak to the other participants on screen. Whilst I have been using this since the start of the pandemic and it works extremely well, I am aware that some of our regular members do not have computers. As a result, I spoke to Sue our PPG Secretary and asked for feedback on what would be the best way for me to contact you all and allow us to keep in touch.

We agreed there would probably be little appetite for a remote meeting due to regular members struggling with computer access and we didn't want to miss any of you out so we thought the best way for us all to keep in touch would be via a virtual meeting and Newsletter. The idea is that I can update you on what is happening in surgery, you can give feedback, contribute, suggest agenda items and submit any questions to Sue prior to the next scheduled meeting and then I can answer your queries in the next edition of the Virtual PPG Newsletter. What do you all think?

I have asked Sue to send a copy of this letter to all members for you to comment on the theory. We are more than happy to receive any other suggestions you have on how you would like us to keep in touch remotely so we can continue to receive your valuable input in to how we provide our patient services.

I have to say that I have genuinely missed seeing you all, I have thought about you often and hope you are all in good spirits and not missing me too much 😊

As the next scheduled meetings were September and November, I will go ahead and produce a special flu edition Newsletter as I know you all love flu season as much as we do! You then have time to feed back to Sue ready for the next edition if you want to.

I hope you are happy with the idea and I will be in touch with you all again soon.

Take Care

Love Rachael (and all the team at Newbold) x