

## **Annual Report 2018-2019**

### **Drayton and Wootton Street Patient Participation Group**

Since the annual report of 2018 Drayton and Wootton Street Patient Participation Group (PPG) have continued to maintain an active part as a 'critical friend' to the Practice.

Throughout the past year we have worked to our objectives as stated in our Terms of Reference. At same time adhered to a code of confidentiality and have respected General Data Protection Regulations

We hold our meetings every two months, with no more than six meetings a year. The Practice manager and one GP are always present.

As a group we are active members of the Portsmouth City Wide PPG, attending meetings twice a year, facilitated by Clinical Commissioning Group.

The group strives to have a balanced membership, representative of the demographics of Practice patient load.

#### **A summary of PPG achievements of past year**

Have flagged up anomalies on website and continued to advise surgery accordingly, always striving to keep it user friendly.

Have acted on results of last year's patient survey. We identified areas of concern within the Practice, and are now actively supporting the Surgery with their remedial work.

Have continued to advise and support the Practice in the implementation of an effective appointment system.

Have encouraged patients to recognise the surgery has a highly professional multi skilled staff who work alongside GP's to meet the patients needs. So enhancing the services the surgery can offer.

Have promoted the benefits of online registration

Have continued to pressurise the surgery with the installation of waiting area monitors. With lack of monitors have closely monitored audibility issues at time health professionals are calling patients

Have supported the surgery in their management of the complex issues around staffing of reception. As part of this support PPG chair will sit in on a future staff training session. To give a patient's voice.

Have embraced new e-consult system. Encouraging patients to use the service to have the benefit of the quick service in receiving a reply to query/ problem.

Have welcomed local councillors proposal to pave grassed area on public highway outside Surgery. The idea being for ease of access to pavement

Have alerted surgery to ambiguous letter sent by third party provider to a certain patient group.

Have monitored the surgery facilities in pursuit of a Dementia friendly environment. Welcoming the reduction of 'busy' noticeboards.

Have continued to monitor the correct guidelines are always adhered to when following NHs national guidelines for prescribing "over the counter drugs" and certain medical procedures.

Invited a member of Portsmouth Social Services to give presentation on Portsmouth City Council's pilot on potential changes to adult social care in Portsmouth.

Have fully supported the proposed building development to Drayton surgery. When building commences will keep abreast of the works so we can support surgery with informing patients and dispelling any myths.

Have had presentation by Hampshire Fire and Rescue headed Safety through Education, Exercise and Resilience (STEER) an initiative for promoting self care.

Have been active in encouraging other patients to join Patient Reference Group. From that group have now recruited new face to face members. The group is now in healthy position of having a waiting list.

Have actively participated in City Wide PPG. Reported back to surgery and advised surgery on any ideas from event.

Have welcomed the sharing of ideas with North Harbour Practice. (Cosham Health Centre) in formation of Primary Care Network. In that support have linked with their PPG to work together as joint group.

Have had presence at annual flu clinics, promoting PPG and the services provided by surgery.

Mary Ramsay BEM  
Chair of Drayton and Wootton Street PPG  
Autumn 2019