

## **The Annual Report for The Drayton Surgery Patient Participation Group (PPG ) 2021/2022**

Another year, Autumn is upon us again, the leaves are falling and the clocks have gone back!

Throughout the past year the Drayton Surgery PPG has continued to act as a critical friend in supporting and maintaining a good dialogue with the surgery. A year when our meetings have returned to a live setting and we have tried to get back to 'normal' if there is a normal.

We work and abide to at all times our objectives within the Terms of Reference, respecting a code of confidentiality and adhering to the General Data Protection Regulations.

To maintain stability of the group, members are committed to attend all meetings throughout the year. The frequency of the meetings is every two months with no more than six a year. The Practice Business Manager will always attend and a GP if and when the meeting agenda requires a presence.

All communications are open and honest, recorded and subsequently made available through the surgery website and PPG dedicated noticeboard in the reception area.

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

The group has continued and will continue to support the surgery with its Covid vaccination programme, with members volunteering as marshalls at the clinics. Members take an interest in the attendance figures and wherever possible continue to encourage patients to take up the vaccine.

The pandemic introduced a new face to Doctors practices nationwide, a full triage system, online and telephone consultations by multi skilled staff has been introduced with staffing levels still static. We have endeavored to educate the patients into adopting these new procedures, protocols, taking advantage of the doctors 'pool' system and using non NHs service providers. We have been in full support of the surgery in its pursuit of zero tolerance as it continuously manages the very high demand of the telephone and E-consult systems. The Failed to Attend rates continue to cause concern.

We are conscious of the Disability Discrimination Act, so are always raising issues which will benefit the patient. Concerns for disadvantaged patients in negotiating the E-consult system, support for patients in need of help from Talking change, chair risers, a more gentle slope to lower level by the footpath on west side of building. An ongoing dialogue with the surgery regarding the safety for pedestrians on the public footpath at the top of the drive. We had considered approaching Portsmouth city council with view to easing parking outside surgery with removal of grass verge. This now has been superseded by a communications antenna.

Although the new builds on the Havant Road do not come within Portsmouth City Council area, the group has shown an interest in the increase patient numbers with the same staffing levels. The Community infrastructure Levy has been considered to fund a redecoration project

We have been very keen to share the purpose of the social prescriber's role and the benefits they provide. We supported them and other staff members at the Meet and Greet in September, and will continue to work with all staff members, inviting them to attend our meetings so as to build a greater understanding between us.

This liaison extends to the Primary Care Network (PCN) North Harbour Medical Group and newly formed Kirklands surgery PPG.

I would like to take this opportunity to congratulate the surgery on achieving a Care Quality Commission (CQC) good rating in April. We cooperated with the (CQC) at the time of the review and subsequently welcomed the small remedial actions necessary.

In this year's challenging times I would like to thank Drayton Surgery for providing a highly professional service. Sometimes with a workforce who have worked beyond their normal duty. It's this dedication which contributes to giving them the accolade of being one of Portsmouth's most respected and popular surgeries.

My thanks too, go to the PPG members who have worked to support Drayton Surgery this year.

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