

Minutes of Drayton and Wootton Street PPG meeting held 8th October 2020 at 5.00 pm
(via zoom)

Present:

Mary Ramsay, (PPG chair) Daniel Ferrett, Drayton Surgery Business Manager, . A.F, M.V, A.R, T.M, S.M,S.P (North Harbour chair) J.P.(North Harbour PPG member Observing)

Apologies:

L.I, R.L R.T, S.S.

Daniel and Mary welcomed everyone to the meeting.

S.P provided North Harbour update below

- North Harbour (NH) Medical Group has a small Virtual Patient Participation Group (VPPG) in place with Terms of Reference, the whole patient list is being considered as the Reference Group. The NH VPPG will be meeting every 2 months with dialogue in between. There are development plans for 2021/2022 to increase VPPG size and diversity.
- The Practice is adapting well to digital/virtual consultations and total triage. Patients are perhaps clapping less and expressing dissatisfaction more as they grapple with digital/virtual consultations and total triage/care navigation. Patient feedback both negative and positive is important in order to facilitate continuous improvement.
- F2F consultations and treatments with doctors, nurses and other health professionals have remained available where there is a clinical need. The Practice has remained open throughout the pandemic.
- Positive patient feedback on the Flu clinics is evident despite supply issues and the PHE patient group priorities changing, which are often inaccurately reported in the press.
- Building issues continue to rear their ugly head, but there is some progress and the NH VPPG is being consulted about potential developments.
- We need to embrace Kirklands Practice within the Portsmouth North Primary Care Network (PCN) at the right time and with due sensitivity to the Practice Manager's workload.
- I am also keen that there should be developments in upward communication from PPGs to the Citywide PPG via the Portsmouth North PCN, in support of the 3 Practices. I have the view that this expression of patient voice would benefit from strengthening.

Daniel gave update on Drayton Practice

After 30 years of hard work and dedication at The Drayton Surgery, Dr Gill will be retiring as a Partner from April 2021.

Between October 2020 and April 2021, Dr Gill will continue to help out with some NHS work during the COVID-19 pandemic, but will primarily work as an Occupational Health Consultant for Drayton Medical Services Ltd.

Daniel gave the group current position as of the building works at Drayton; the builders have now erected the girders for the foundations and are in process of putting the flooring in on one side of the building. It is difficult to predict whether the building will finish on time as so much is dependent on the changing Covid situation, the reliance on the installation of the utilities and IT infrastructure. The reduced footfall in the Surgery has been a help. (Daniel will send photos of building work to Mary for distribution)

The surgery started the Winter flu clinic programme In September, currently 925 patients have received their vaccination, invitations are being sent to cohort high risk groups, patients with respiratory illnesses being the first group. More vaccinations are scheduled in the coming weeks. There are 2,500 patients in Surgery who are in the 65 plus age group. A dedicated nurse is visiting care homes, the same nurse will conduct home visits. When asked Daniel didn't see any reason why there would be a shortage of vaccine to cover this patient group registered at surgery. Mary asked the group to be mindful of detrimental media coverage on the national vaccination programme, it is important the group when out and about pass on correct information to fellow patients.

When asked about the availability of the vaccine for the 50 to 64 age group, Daniel said they were still awaiting NHE guidelines and advice.

Daniel explained like pharmacies the surgery is a business and he said the pandemic has affected the vaccine programme this year. At the beginning of each year surgeries usually gauge their order for the coming year on the uptake of previous year. This year naturally because of Covid the demand has been greater. In 2019 they lost £1500 through unused vaccines, Surgeries are businesses so the need to be budget aware.

It has been noted too, that there had been an increase in Streptococci and shingles vaccinations this year. Some patients have preferred not to be vaccinated and a few 'Did not Attend'

When asked, Daniel gave a summary of how the surgery had adapted to make the environment Covid safe.

He said both the touch screen and blood pressure machines were out of use, patients checking in report to the care navigator (formerly called receptionist).

The care navigators are protected by a perspex screen, which once pandemic is over is likely to stay for Health and safety reasons. The group supported this idea.

There is a more effective one way system in place

The monitor at front of the waiting area is being used as directional signage.

Their was ongoing recruitment programme, 2 pharmacists recently been employed, 2 Social prescribers now in place to accommodate Kirklands Practice Portsmouth joining the Primary Care Network (PCN)

Daniel is working with staff to address the problems over patient concerns with some staff issues.(Before Covid the PPG chair was going to join Surgery TARGET meeting to understand staff feelings and simultaneously give patient perspective)

eConsult usage has increased four fold. The care navigators are responsible for accessing. But eConsult has been enhanced to link with SystmOnline.
Each day there is a lead GP responsible for designating the workload. Daniel explained the video consultation process, he added these current arrangements for and treatment will be adopted in the future after Covid.

Daniel gave group information that there had been 82 responses on feedback.

AOB:

Mary told group she was currently compiling the PPG Annual Report, once completed she would circulate amongst group for any comments before it is published

There was no other AOB

Mary thanked Surgery for hosting the meeting and everyone for giving their time. Meetings were likely to be in this format until the Spring 2021

The next meeting will be Thursday 26th November 5.00pm via zoom.

Meeting closed 6.00pm