

**Minutes of The Drayton Patient Participation Group (PPG)**  
**Thursday 25th May 2023**

**Present, Apologies and Welcome**

**Present:** Mary Ramsay (MR) (Chair), Daniel Ferrett (DF), Practice Business Manager, A.F. M.V  
S.M. J.G. T.M.

Apologies: N.M. A.P. L.I.

Group members' initials only shown under GDPR.

A glossary of terms are provided at the end of the minutes.

Minutes recorded by A.F.

**Minutes and Action Points of the previous meeting held on 23rd March 2023.**

Traffic issues on Havant Road. (See later agenda item).

With respect to the possibility of Springfield school artwork being displayed in the Surgery.

**Action:**MR and DF plan to meet with the Springfield Head of Art at the end of June.

The Terms of Reference (TOR) of the Group had been discussed between MR and DF and had now been finally amended. The amended TOR was agreed by the meeting attendees.

**Action:** M.R to copy out to members and arrange display on website etc.

It was considered that any further survey of patients should be carried out later in the year to allow the transfer of North Harbour patients to become established. It was also suggested that transferred North Harbour patients should be encouraged to join the PPG.

MR confirmed that she had still not received any feedback from the ICB regarding the comments the PPG had produced on the proposed posters.

The comment regarding the number of days the new GP works at the Surgery was addressed later in the meeting.

The minutes of the meeting on 23rd March 2023 were agreed.

**Traffic Issues in the Vicinity of the Surgery**

TM reported that he had attended the local councillor meetings but had still not received replies to his email regarding the concerns the PPG had regarding traffic issues. He was continuing to

chase up the matter and had been assured by Hannah Brent that she would contact the council traffic officers regarding a possible site visit.

**Surgery Update** [comments in bold below provided by DF]

### **Government initiatives**

The Health Secretary recently announced initiatives to reduce the 'eight o'clock scramble' for an appointment backed by the promise of £650M for England. Does the Practice intend to bid for a share of this new funding?

With the Government issuing statement on more funding for GPsurgeries, how will the investment benefit Drayton Surgery

**As with any funding, we don't know how it will affect or help us until we have been sent official information – which we haven't. The majority of the time, when you hear about it, is when we hear about it. It is not usually a bid process, it is devolved to the ICB who then put in place initiatives to work to – as yet, we have had nothing.**

Is there any information on future Covid vaccination strategies? Post spring booster

**The Spring booster season hasn't finished yet so there has been nothing released about autumn boosters although we are expecting there to be something.**

### **Surgery life**

Does the Practice intend to seek support from hospital doctors?

**Hospital doctors do a very different job to General Practitioners and would need to go through the specific training to work in general practice. So in essence, we would have no benefit in seeking help from hospital doctors.**

What has the take up been amongst eligible patients for the Covid spring booster?

**In a word, low. Many people are declining the vaccine as they don't feel they need it – always happens when the sun shines! However, we had a healthy start to the process, it's just been a shorter and more arduous one this time.**

Are staffing levels at the surgery now appropriate for the increase in patient numbers. ( this probably duplicates someone else's question or will be covered in surgery update.)

**Staff numbers at the surgery have always been appropriate for the increase in patient numbers. We very specifically plan our staffing levels and worked hard to ensure people were in place prior to the transfer taking place.**

How many staff were recruited who had previously worked at North Harbour Medical Group (NHMG)

**We had two of their Practice Nurses join our team after NHMG officially closed and one Secretary has been helping us for a month.**

Can the introductory phone message be moved so that you hear it after you actually get through. You still have to listen to the message before being allocated to the queue. It is very tedious having to listen to the message numerous times, only to be told , "the queue is full please ring back later," when trying to access the surgery.  
(When talking to people in the community, difficulty in getting through is still a major criticism.)

**The position of the message poses no difficulty in getting through but it can't just be moved as it is on the initial dial in system which then links in to the queue system. It is the volume of calls which causes problems getting through. However, we have a new phone system being installed and going live at the end of this month. We have worked very hard and done a lot of planning around trying to make things easier for staff and patients alike.**

How is the website information kept up to date and accurate? How is information verified and errors reported? Can patients feedback or evaluate their website experience? e.g. Verity is the AIP but not available on the telephone number given in the information

**The website is managed and updated in-house. Re: information being verified I would need more information on this as we only know something is wrong if we are made aware of it. If the AIT service hasn't updated us with who the new contact is, we don't know that the information needs to change.**

It was noted at the last meeting that the Surgery had recruited a new part-time salaried GP in response to the increased patient load with the transfer of 4000 patients from North Harbour. What plans and actions does the surgery have for further GP recruitment and how likely is this to be achieved in the near term given the current nationwide shortage of GPs? Is the Integrated Care Board providing support to the surgery (and others) in developing a recruitment plan for the local area? A.F.

**Whilst it was noted that a new GP (I won't use the term part-time as 8 sessions is full time and they work 7 sessions!) had started but it was also reported that we had increased our ANP provision by 90% as well as having new nurses joining the nursing team. Modern General Practice is about the wider multidisciplinary team and we have done a lot of work over the past few years about promoting that. Our GP levels are satisfactory at present**

**and as mentioned earlier, we very specifically plan our staffing levels to ensure we are covered. As mentioned at a previous meeting, the ICB has no authority over staff placements and have worked hard to try and recruit people to the Portsmouth area.**

With the final deadline date of 30th June for first and second covid vaccinations approaching what's the current take up by Drayton surgery patients

**1,889 of our eligible patients have received C19 Spring Boosters with another 700 still eligible. There have been 121 declines for various reasons**

Was there a mop up of North Harbour patients who did not transfer over on transfer date.

**Whilst NHMG closed its doors on 31.3.2023, there was and still is work going on to fully close its systems down. All patients were transferred successfully and we now just keep an eye on any stray results or paperwork that is still creeping its way back there.**

#### **Local pharmacies new role.**

Is the proposal to increase autonomy for pharmacists to prescribe antibiotics likely to reduce pressure on the Practice

Will the new initiative of pharmacies being able to issue prescriptions for minor ailments make much difference to the pressures of the surgery

**We would like to think it will but until it is in place, we won't know. It may be that specific ailments are directed straight to Pharmacy and this will be adopted by our Care Navigators at the time – but we already try to direct to Pharmacy and people refuse.**

How do the doctors at Drayton Surgery feel about the recent suggestion that uncomplicated urinary tract infections may in future be diagnosed and treated at pharmacies rather than at GP surgeries?

**It would release a lot of unnecessary Clinician time within the surgery.**

If pharmacists are going to be dispensing antibiotics in the future, will they have access to patient information regarding contraindications etc.

**We don't know how it would work. Pharmacists can already view a summary care record so anything like that should be on there.**

**AOB**

DF confirmed that the dentist that had occupied part of the Wootton Street building had now vacated the building and the Drayton Surgery will now be making full use of the building in the future.

As the group has a couple of vacancies it was felt the opportunity should be given to NHMG patients to join. DF said the invite could be distributed by the internal messaging provision. At the previous meeting MR had suggested timings of meeting could be changed. Following members comments the meeting time of 5.00pm will not change.

### **Date of Next Meeting**

Thursday 27th July 2023 at 5.00pm

Meeting closed at 18.25pm.

### **Glossary of terms**

PPG Patient Participation Group

PCN Primary Care Network

GDPR General Data Protection Regulations

TOR Terms of Reference

ICS Integrated Care System

ICB Integrated Care Board

ICP Integrated Care Providers

FTA Failed to attend

CQC Care Quality Commission

QOF Quality Outcomes Framework

NHMG North Harbour Medical Group

ANP Advanced Nurse Practitioner