

**Minutes of The Drayton Surgery Patient Participation Group (PPG) on Thursday 27th
January 2022 at 5.00pm**

Present Mary Ramsay Chair, A.F. L.I. R.L. S.M. T.M. A.R. Daniel Ferrett Practice Business Manager joined meeting at 5.15 pm
A.P and N.M observers
Thanks to S.M for minutes

Welcome apologies and meeting open

Mary welcomed everyone to the meeting. Apologies were received from M.V. The group sent her their good wishes. Mary introduced two observers who were attending with a view to future membership and had prior to meeting signed a code of confidentiality.

Mary briefly explained any acronyms likely to be used during the meeting, the aims of the group and made reference to the Terms of Reference.

Matters arising from the previous minutes

Although it was disappointing our communication with a local councillor didn't receive a response, the subject of the future of the grass verge outside the surgery has now been dropped as planning has been granted for a communication antenna to be built on the verge. The surgery has confirmed that the work will take place in the first two weeks of February with parking temporarily suspended.

Mary hasn't yet received a reply from Joy, the Practice's Social prescriber regarding her giving the group a presentation at the next meeting.

The Terms of Reference is included in the next agenda item

Following feedback from Drayton and other local PPG's to the Clinical Commissioning Group on a proposal to create GP charters, the idea has been dropped.

Following the last meeting Mary has further investigated how another PPG used the Community infrastructure Levy to benefit their surgery. The group agreed that the project needed to be explored so the redecorating of the main reception area could benefit from this fund.

Portsmouth City Council have offered to set up a meeting to give more information.

Daniel will give feedback to surgery senior partners. **Action: Daniel and Mary**

Previous Minutes agreed for distribution.

PPG membership

As outlined in our Terms of Reference the chair position was due for re-election. Mary stated she was happy to stand again but the position was open for any member to offer themselves for the post. The group agreed Mary to be re-elected unopposed.

This document needs to be updated, Mary will circulate the amended Terms of Reference for any further amendments or comments. **Action: Mary**

It was also noted that the document stated group membership is reviewed annually. At this point it seemed the opportunity for the two observers to learn of each member's background and their intention for the forthcoming year.

The two observers too, provided a short reason for showing interest in joining the group

Although we have all signed a Code of confidentiality, Mary had thought it was the time to revisit the document in the light of new members joining and General Data Protection Regulations (GDPR) . **Action: Mary will send out a revised document**

Surgery update

The Practice Business Manager provided a surgery update to members questions submitted prior to meeting.

Covid vaccination programme

Before the surgery questions were answered Daniel gave an outline on the future of PCN covid clinics. He said because of the falling numbers of attendees and staff resources it had been decided to hold future PCN Clinics at North Harbour.

On 1 April NHS 'patient facing' staff are required to be vaccinated against Coronavirus. Can we be informed if there are any members of the Surgery staff who have chosen not to meet this requirement.

All staff are vaccinated.

What is percentage breakdown by age in the patient load of the take up of the vaccine

At the moment this data is not available,

but of the

Drayton patient load 88.4% have received 1st dose

Of that 88.4% 96% have had their second dose
Of that 96% 84% have had their booster or 3rd dose.

Government initiatives and changing directives,

Will the Covid protocol change within the surgery setting with the Government announcement of the easing of restrictions from 27th January.

Everyone is required to still wear a face mask.

In December, so the Government booster target could be achieved, all GP Quality assurance checks were eased. Is that still ongoing or now reinstated.

Targets are still not achieved

The vast majority of queries that I encounter in relation to the surgery reflect 9continuing unease with the challenges associated with access either by telephone, surgery visit or EConsult. Can the Practice Manager tell us just how many complaints have been received about this issue?

No complaints have been received. Throughout and post pandemic GP appointments have taken on a new dimension. It's been identified as a huge education process; the group needs to be aware and reassure when other patients encounter the problems.

The Future

Will the total triage system adopted at the beginning of the pandemic still continue?

The total triage system will continue, as it works, it's the way of the future. The pandemic has introduced patients into a new way of surgery working. It will not return to the pre pandemic arrangements. Drayton has a highly professional team of medical staff who can support the GP's.

The reception and waiting area notice boards and pamphlet rack are currently extremely neat and uncluttered. Does the practice envisage returning in the future to the boards/racks being 'loaded with paper'

In the same vein has it been considered that a local artist could display their artwork on new extension walls. If any should sell, the artist gives a small percentage to the surgery.

The surgery will remain minimalistic as regards display material. It was introduced at the beginning of Pandemic as part of infection control.

The idea of local artwork on display had already been discussed within the surgery. It was suggested that Springfield school could be approached with the view that the students' work could be exhibited. **Action: School to be contacted.**

Post meeting, the school has now been contacted and the request has been referred to the Heads of both Art and Technology Depts

Consultation on aligning the upper age for NHS prescription exemptions with State Pension age - This consultation ended on 1 September 2021. Has the Surgery team seen or heard of any outcome?

The surgery was unaware of any changes in the future. Mary pointed out that it was a 'benefit' widely believed to be outdated.

It is now just over five years since the last CQC inspection. When is the next inspection anticipated?

The CQC inspection was due last August, but because of Covid it has been delayed

What are the most recent Friends and Family test outcomes?

This is currently suspended

Is the new telephone system in place yet

Reading the part about "everyday " phone calls blocking the line when others are trying to get an appointment could there be a dedicated line for appointments and urgent conditions and another for non urgent enquiry like results and sick notes etc? There's a similar distinction on e consult I believe.

The new system is not yet installed. A problem has been identified with one of the servers. A possible issue connected to number choices.

A.O.B

Kirklands Practice, another practice of our Primary Care Network (PCN) like all GP practices are contractually bound to have a PPG. Mary was due to attend a meeting with their prospective members on 2nd February with a view to helping set up a group. But unfortunately at the moment they haven't any interested patients so further work will be needed.

Prior to lockdown there was an intention to hold a meet and greet event for patients. With health education now being paramount towards the success of a future infrastructure of GP practices. It was agreed this event should be held when a safe environment can lend to the event

Mary had contacted Portsmouth CCG as regards to the future of City Wide PPG from 1st April when Portsmouth CCG becomes part of Integrated Care System linking with SE Hants and IOW
Post PPG meeting a letter has been sent out stating that it was hoped that there will be meetings in some format

Meeting closed 6.30pm

Next meeting Thursday 24th March at 5.00pm