

Minutes of Drayton Surgery Patient Participation Group (PPG) on Thursday 25th January 2024 at 5.00pm

Present, Apologies and Welcome

Mary Ramsay (Chair), Daniel Ferrett, Practice Business Manager, Kerry Joof, Drayton Surgery Reception Manager, A.F. J.G. T.D. S.M. M.V. A.P

Mary thanked Kerry Joof for attending the meeting. Each member of PPG introduced themselves in turn.

Thanks to S.M. for minutes

Minutes of last meeting and matters arising

The previous joint meeting with Kirklands PPG was discussed, a future meeting could take on a different format and the possibility of a neutral venue. A group member stated there are meeting room facilities at her place of work. Kerry was interested in the site for a Target meeting. **Action: T.D. to provide details to Drayton Surgery, and Mary will liaise with Kirklands.**

Following further contact with Portsmouth City Council regarding the parking issues on Havant Road outside the surgery, a response has been received stating T.RO will be published on 2nd February, with a consultation period until 23rd February.

Minutes of the previous meeting were agreed.

Review of the past year.

As of previous years Mary asked each member if they wished to still remain in the Group. The chair role is mid term so not for renewal. Mary explained the potential new members are yet to come in for informal chat with both her and Daniel. Each patient has been directed to Terms of Reference and PPG previous minutes.

Role of Drayton Surgery Reception Manager.

Kerry said since taking up post she has worked with the reception staff to bring new ideas and working practices to reception.

Kerry told the group the new telephone system has removed many problems but stated the procedure around issuing and timing of prescriptions highlights the need for patient education. She talked of the provision of Smart Box within e-Consult for separating admin and clinical calls. The Surgery has worked with NHS Community Pharmacist Consultation (CPCS) but it has not been successful.

A discussion ensued as to various options that could be considered to prevent patients queuing for reception rather than using the check in monitor.

Mary said the PPG members would be happy to help in the reception area with an advisory/information role. **Action Kerry to consider any way PPG could be involved**

Survey/Surgery Update

The recent PPG survey reflected some of the issues within the reception area so Kerry along with Daniel were able to address some of the questions.

Questions for January meeting

Having talked to some of my cohort of fellow patients that transferred from NHMG I have become aware that some patients have not had medication reviews in some cases for up to two years. Are there any plans to review this?

If patients need a medication review they will be able to book in with a Clinical Pharmacist for this. If, when they come to request medication which needs to be reviewed, a message will be sent to patient with either a link to an eConsult review form or asking them to book in an appointment

The recent strike by Junior Doctors was a major disturbance. How badly were patients and staff of the Drayton Surgery impacted by this.

We have not noticed any impact to the services we provide as Primary Care.

At the last PPG it was stated that staffing levels were now appropriate for the patient numbers. It was also stated that E Consult was routinely turned off to prevent the demand being more than the surgery could manage. Does this second statement contradict the idea that staffing is appropriate

This does not in any way contradict any comment about our staffing levels. We are not a 24/7 service and we plan and staff our practice to meet the level of demand that is required. We do not routinely switch eConsults off, however, as previously mentioned, if we have last minute sickness, we will – the same as if you had a consultation and the clinician was sick, this would be cancelled if it could not be covered.

Could a few more chairs be made available in the main waiting area as it was noted recently that some patients had to stand as all the chairs were occupied.

We are currently looking at a refurbishment plan for the main waiting room, however, some chairs in the surgery have been removed as they were not compliant under Health and Safety. Patients now attend appointments with family members so more chairs are needed in consultation rooms.

If patients are unavoidably delayed for their appointment and know that they will be late, how should they contact the surgery quickly so that the Doctor or nurse's time be reassigned?

Patients can call but generally the rule is that if they are more than 10 minutes late, the appointment will be missed. Clinicians will always try to see people if they can, especially as the next person may already be here, but it can't be guaranteed.

Has the new telephone system reduced telephone queue waiting times?

Overall, yes. The new option to request a callback has been very welcomed and popular. Call recording has also been extremely useful when reviewing patient complaints and for training of staff members.

Can patients phone the surgery about any matter at any time during the Working day?

Clinical matters, yes, although they may be directed to a routine appointment or asked to submit an eConsult if it is not appropriate for an on-the-day call.

Our Secretary and Prescriptions lines are open between 11 and 2 each day. Our Care Navigators will be able to help with most things at any time but if there is a query about a specific thing, it may need to be directed to a particular team.

AOB

Because of operational reasons within the Surgery it was agreed to change the meeting day from Thursdays to Wednesdays

Meeting close 6.30pm

Future meetings 27th March 2024 22nd May2024.

Glossary of terms

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PPG Patient Participation Group

PCN Primary Care Network

GDPR General Data Protection Regulations

TOR Terms of Reference

CCG Clinical Commissioning Group

ICB Integrated Care Board

ICS Integrated Care System Integrated Care Board

ICP Integrated Care Providers

FTA Failed to attend

CQC Care Quality Commission

QOF Quality Outcomes Framework