

Meeting notes from Drayton Surgery Patient Participation Group meeting Thurs 27th July 2023 at 5.00pm

Present: Mary Ramsay (Chair), Daniel Ferrett, Practice Business Manager, A.F. S.M. J.G. A.P. L.I.

Apologies: T.M. M.V.

Observer: T.D.

Group members' initials only are shown under GDPR.

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

Minutes recorded by A.P.

Unfortunately N.M has left the group due to work commitments, if at any time the situation changes she will return to the group.

T.D. a younger member of Drayton patients was attending as an observer with the view of joining the group, she was a former North Harbour Medical Group (NHMG) patient. It had previously been agreed by the group that as there were a couple of vacancies the opportunity should be given to NHMG patients to join and at the same time to reflect demographics of The Drayton Surgery. The invite was distributed by the internal messaging provision.

Minutes and Action Points of the previous meeting held on 25th May 2023

Daniel gave an overview of the meeting with the PCC Traffic team and the good work that T.M. had been doing, he explained that the current proposal is to reduce the parking by 1 car and to add "no unloading" markers to the East of the Surgery Entrance. This proposal is supported by the PCC team and is currently going through the approvals process, it is a 6 month process.

Action: Daniel to investigate the progress of notice board for surgery exit

Springfield school has made contact with Daniel with regard to the display of their pupils artwork within the surgery, no selections have been made at this time

The posters that were proposed by the Integrated Care Board to be displayed around the city during summer period to help reduce attendances at QA Emergency Department have now been cancelled. They are however looking at a similar campaign for Winter Pressures that impact upon the QA Emergency Department. Once posters have been drafted Mary will receive them for the group to give their opinion.

Action: Mary to pursue posters

The Patient Survey will be repeated again this September, using the same format and questions as previous year, Drayton Surgery website and Facebook will be used to promote the survey. It will run for the same period of time.

The minutes of the meeting on 25th May 2023 were agreed.

Surgery Update [comments in bold]

Drayton surgery

The new telephone system does seem much better for patients.

(a) Are there higher costs involved?

(b) Is the surgery experiencing benefits from the new system.

How is the new telephone system bedding in? How are staff and patients reacting to it?

The new telephone system has been received very well. Patients like the call back feature as it saves them staying in a queue and now that we have options for Prescription and Secretarial teams, this has eased pressure (and call waits) for Reception. We are looking at how we bring back the automated booking system used prior to COVID to further help. Cost wise, this is private information for the surgery.

Is it possible to see/have the raw/anonymised data about patient demographics. (Just interested. I like using excel for data analysis).

This data can be found on the Public Health England 'fingertips' tool online – however data can be slightly out of date!

Have all the positions been filled within Practice for more Staff due to our Huge increase in Patient Numbers

All positions were filled before the NHMG patients transferred over to us

Are there any staff changes

Dr Ayo who has been training with us over the past two years will be joining our Salaried GP team.

Dr Foakes will return from maternity leave next month.

There have been a few changes within the admin teams

With Green social prescribing being encouraged in GP surgeries and a Health and Wellbeing advisor now in Portsmouth North PCN is it possible perhaps that Drayton website if not

Kirklands too could include a section specifically for social prescribers and Health and Wellbeing advisor.

The PCN is looking at their own website and once this is set up, we can put some links on to the practice websites to lead people through. The PCN also launched their own Facebook page this week which will act as an informational page as opposed to a conversational one.

How do the GP's in Drayton Surgery feel about the changes that are happening by referring patients asking to see a GP being referred on to specialist nursing staff. Do the GP's feel threatened for their jobs with these changes.

The Drayton Surgery has always championed having Advanced Nurse Practitioners and Nurse Specialists within the surgery as it strengthens the service we are able to offer patients.

Whilst the 2023 GP survey results are favourable towards Drayton surgery, how do you account for the low percentage of patients who usually get to see or speak to their preferred GP when they would like to.

We run a system whereby patients are registered to the surgery as opposed to a specific doctor. This means that patients will see any of the clinicians that are relevant to what they need. Every patient has a 'Usual GP' who will review clinical letters, results etc, and anyone can request to consult with a specific GP, however wait times for specific people will be longer.

Now that telephone consultations are more frequent, patients might ask for help for the same problem several times. Is there a point at which a consultation has to become face to face. I am especially concerned about people with mental health problems.

This is something that doesn't happen just because of telephone consultations, it happens a lot with face to face appointments too. Everybody within the surgery has access to the clinical information through the clinical system so can see what has been sent, what has been said and any further actions that have been requested and whether these have been completed.

Any of the clinicians can bring someone down at any time for a face to face consultation but it is their clinical decision on when that happens.

What is the view of the Practice relating to Physician Associates

We have looked at Physician Associates in the past and whilst we feel they are a good role generally, we do not feel there is a need for them within the surgery at present. We have a very good administrative team who do a lot of the admin work and work very closely with the clinicians. This may change but for now we are happy with our setup.

How does the Practice's email server respond to patient's emails addressed directly to the surgery

To be carried over to next meeting

AOB:

L.I. requested the positioning of PPG meeting minutes be changed for easier reading. Daniel stated the board is to be resited shortly and will be addressed at that time.

Mary explained the information presentations on health related issues held by Emsworth PPG. A.F proposed similar ideas for Drayton PPG.

Action: Ashley to contact the Rowans

Daniel advised that September was planned for the annual flu vaccination programme. There is no covid programme planned.

Daniel proposed the idea of a joint PCN PPG meeting between Drayton and Kirklands be held. The group agreed. Late 2023 being a likely date

Action: Daniel to further the idea

Meeting closed 6.30pm

Next meeting Thursday 28th September at 5.00pm

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