

**Minutes of Drayton Surgery Patient Participation group (PPG) held via zoom on
Wednesday 31st March at 3.00pm**

Present: Daniel Ferrett Drayton Surgery Business Manager, Mary Ramsay (chair) T.M. S.M. M.V. R.L. A.F. S.S. L.I.(joined the meeting later) Some members experienced technical issues so unable to participate fully.

Apologies: A.R.

R.T previously indicated attendance but did not attend.

Mary welcomed everyone to the meeting. She asked if anyone wished to speak during the meeting that they raise their hand.

Mary told the group that in future Drayton PPG meetings will only be for Drayton members as Stephen has started to form North Harbour Medical Group. Mary was able to tell the group however, that North Harbour Medical Group have now identified a site for their new building at Highclere, adjacent to Treetops in Cosham. Planning permission has now been submitted.

Due to time restraints of zoom meetings there are several pre-covid unfinished agenda items which we will pick up when we return to the face to face meetings.

One of which will be a presentation by Joy, one of the Primary Care Network (PCN) Social Prescribers.

Mary said with the help of the surgery she had updated PPG existing code of confidentiality so we comply with General Data Protection Regulations. She will send to members for them to sign and return to her. She did reiterate that our meetings should be treated in strict confidence until the minutes go into public domain.

Action: All members to return their signed document to Mary on receiving it.

Surgery Update

Daniel apologised for cancellation of the January meeting, he explained the management of the Covid clinics at that time were all-consuming. But now it's settled down.

He said having members questions submitted beforehand was ideal. (This will be the format adopted for future meetings)

The following questions were submitted

Update on Covid clinics

The PCN Covid clinics have been held since mid December and are going well. Daniel thanked group members who have been volunteering.

Groups 1—9 have now been offered the first vaccine.

Second vaccinations are now taking place.

All care home patients will have been completed by mid April.

There are some cohorts who are not engaging

There is no control on the stock

There is no information on if and how on a booster vaccinations

The clinics have evolved during the past 3 months, now each appointment time is factored for 3 minutes.

Surgery building works

The building works are 2 weeks off completion

A footpath is being built west of the building (pharmacy side) which will be a better gradient than existing route for patients to access the lower level. The pathway will follow around the building to the entrance.

The building is light, spacious and airy,

The main services the unit will provide is yet unknown, although the new residential site at Harbour Place was considered in its planning. Existing services will be maintained including coil clinics and minor surgery.

It is hoped the rest of the building will be redecorated over a 3 to 4 year period.

It's too early to speculate on winter flu vaccines.

What provision is the surgery making for the new build at Harbour Place

The surgery is keeping abreast of the development at Harbour Place as it progresses, including the proposed care home.

Dr Gill's retirement

Dr Gill officially retired on Wednesday 31st March, he will continue with his occupational health role.

Dr Helen Foulkes is now a GP partner, with Dr N. O'Rourke has stepped up to senior partner.

Monitor in waiting area

The "check in" monitor is not working due to Covid restrictions, patients currently are reporting to reception. The main monitor in reception is working.

Is the Data Protection Officer (DPO) still in post

The DPO Caroline Sims, is still in post, she has been joined by an assistant.

When will face to face appointments resume

The surgery has to go through the correct channels to protect patients and surgery staff operating a Triage model. It is NHS led but surgery decision as to when the current arrangements can be eased. It will continue until we are out of Covid and safe to do so. E-consult consultations have since last year increased from 76 to 300 a week. So management of this service has adapted accordingly.

Can clear face masks been worn by Surgery staff

Clear face masks are not worn by surgery staff as they are not effectively safe. A staff member who wears a cochlear implant is able to advise surgery on the procedures to help patients with a hearing impairment.

AOB

Daniel told the group the PCN now has 3 pharmacists, 2 being prescribers and 1 currently in training. Their role is to streamline and enhance a structured medication for patients. It is envisaged they will take prescription work from GP's. T.M. queried whether this might be an opportunity to conduct a review of repeat prescriptions as a cost savings measure.

Action: to discuss further at next meeting

The staff are working hard to support the everyday services the surgery provide but frustration of lockdown is reflecting in the patients attitudes

Daniel told the group that it is proposed to update the Surgery website to make it more digital focused. Mary had been working with him at the initial stages, he hoped the whole group would contribute in the content of the site in the future.

Date of next meeting

The next meeting Wednesday 26th May at 3.00pm.

Today's Meeting closed. 4.00pm

The following questions have been submitted post meeting as a group member experienced technical problems throughout the meeting.

Do I recall in the past that it was suggested that the council would be approached to remove the grass verge immediately outside the surgery to help patients accessing transport? Obviously nothing has happened to date and wondered whether this proposal was still being considered.

We are now in purdah, so if no answer is received the chair will follow up post local elections. This idea was mooted by local councillors before Daniel was in post and has no knowledge of it.

Most patients have a positive experience dealing with the surgery. It is therefore frustrating to see that when you google 'Drayton Surgery', you get a google satisfaction score of 2.6 (out of 5). This clearly does not reflect the majority view or the surgery's own patient assessment. I notice that some of these 'bad scores/reviews' are fairly old and I also suspect that poor reviews are more likely to be added (ie those patients who have a good experience do not bother to add a google review). Sadly, this poor score is what newcomers to the area will see when considering which surgery to register with. I do wonder whether we could do more to encourage positive reviews on google. What do you think or should be not too concerned

Potential patients visit the surgery website where they see the working feedback score 4/5 rating, which is good, this also appears on the NHS website (formerly NHS choices). The CQC rating is classed as good.