

**Minutes of The Drayton Patient Participation Group (PPG)**  
**Thursday 24th March 2022**

**Present, Apologies and Welcome**

**Present:** Mary Ramsay (chair) Daniel Ferrett (The Drayton Surgery Practice Business Manager) L.I. R.L. S.M. N.M. T.M. A.R. M.V.

Thanks to R.L for minute taking.

Mary was pleased to say N.M and A.P had decided to join group

There will be two more possible members attending our next meeting.

**Apologies:** A.P. A.F.

The meeting began with a short presentation by Matt, one of the Primary Care Network (PCN) Social Prescribers. He answered questions and some group members agreed to forward to him some outside organisations contact details

**Action: Mary and L.I.**

Matt told the group that a meet and greet was being considered in a local venue. As this was also a Drayton PPG objective, a joint event was a possibility in the future.

**Minutes and action points of the previous meeting.**

Mary said she had slimmed down ( the original was word heavy) amended and updated the existing Terms of Reference to take into account how the group's role has evolved since 2016. She will distribute it to members, in time for an agenda item at the May meeting.

**Action: Mary**

Daniel said surgery commitments had prevented any further thoughts on Community Infrastructure Levy. But it was still under consideration.

The Integrated Care System, (amalgamation of Portsmouth CCG with Southampton and I.O.W CCG) to start on 1st April has now been delayed until 1st July.

The minutes were agreed

**Surgery Update**

Mary started by congratulating The Drayton Surgery for being ranked 4th in the Portsmouth News recent patient survey.

## **Covid vaccination programme**

**With the Government announcement of another Covid booster for the over 75's and the immunosuppressed – do you know if the surgery will be involved in delivering these vaccinations to their eligible patients or will they have to go to larger vaccination hubs?**

The booster vaccination programme for Drayton begins 31.3.2022. It will be held in Drayton Surgery following the guidelines laid down by the Government, with all eligible over 75 yr cohorts and care homes first. Patients will be notified when they are eligible.

**Action: group members to advise their fellow patients accordingly.**

## **Government initiatives and changing directives,**

**I've been thinking about the discussion we had about Older people and their lack of I.T skills which actually impact their ability to even use the telephone effectively as well as online help and information.**

**We also discussed trying to educate patients so that both they, and the surgery might benefit.**

**It struck me that most very elderly folk would have some sort of domestic support. This might be a relative or neighbour or one of the care agencies so maybe we could target them in the first instance. The local care agencies will be visiting these vulnerable people on a daily basis. Maybe a simple information sheet with exactly what to do in differing scenarios.**

Any carers for Drayton patients should register at the surgery. Only registered carers have access to the patient's records. The surgery is always happy to discuss with the patient's carer. Carers do not necessarily have to be a Drayton patient themselves.

**Is there a target for surgeries to meet for Full time Equivalent GPs to the patients? If so, how does the Drayton Surgery compare to the target?**

It is a flexible system, there is no mandated guidance. The Practice has four Full time GPs the rest are part time. Six Partners and two registrars.

Daniel told the group the Practice operates a pool system. Every patient is registered at the practice with a named GP but can be seen by any GP at the Practice. It's important that all patients give permission for access to their Summary care record. This gives the patient access to the Practice services quicker.

## **Surgery daily operations**

**Has the Econsult disruptions now been overcome.**

E-consult was turned off at certain times during staff shortages, it is perfectly permissible to operate this way. Social Media is used to inform patients of any disruptions

### **Is there any progress with the zero tolerance initiative**

This is an ongoing initiative. Relevant notices on new infection controlled notice boards will be installed in the new fiscal year.

### **Has the new telephone systems helped to reduce the stacking of calls.**

The new system has been an improvement, but there has also been staff sickness which doesn't help.

### **Has progress been made with Springfield School regarding the art/craft displays**

The School's head of art and craft is involved and has visited the surgery

**There is an interesting publication by the Kings Fund entitled "Volunteering in General Practice". The publication includes discussion and some examples of volunteering to support the general day to day functioning of the surgery. Have any of the local surgeries considered formal and regular support using volunteers? Would the Drayton surgery consider this being of value?**

Volunteers are already volunteering in surgery at the Covid clinics. All volunteers have to be DBS checked and there is paperwork involved. Mary at the beginning of the covid programme was given a job using an online system of checking patients into clinics . ( She added she had abided by data protection throughout the process)

**At the last meeting it was interesting to hear about some of the health professionals (other than doctors/nurses etc) attached to the surgery, which I was unaware of. I know that for myself and many of my friends, our first port of call when looking at available services is online. I also know that for me, it helps to know a bit about the person you're booked to see. With that in mind, are there any plans to update the surgery website, particularly in terms of current staff as I'm aware some of the information is out of date?**

**It's really good that the surgery has a social media presence, and I believe this really does help get messages to a wide audience quickly. Are there any plans to expand & develop this social media presence to promote health messages to the surgery patients e.g the importance of bowel, breast, cervical screening etc amongst many other things? Or to introduce surgery staff and their roles to help patients understand the services available?**

**How is new website progressing**

The new website is in the progress of being created. But the pressure of the past two years has delayed it.

Daniel told the group that surgery staff have requested to attend PPG meetings, this was agreed and considered to be a good idea.

**Action Daniel and Mary will organise**

## **The Future**

**Many PCNs in England are now creating PCN PPGs. Being that Kirklands is actively involved in recruiting members, are there any plans to implement PCN PPG in Portsmouth North**

Daniel told the group that the aim is to create a PCN PPG. Under consideration is that each PPG would meet in their own setting and then meet as a PCN periodically throughout the year. Mary told the group that she was now actively assisting Kirklands surgery in setting up their PPG. She was spending a day in their surgery on 25th March, followed by an initial meeting of interested patients on 13th April. She told the group that at Drayton's next meeting there could be Kirklands surgery patients attending as observers.

Daniel said Carly has joined the PCN as operations manager; she has taken responsibility for some of Daniel's additional workload, as regards recruitment and the volunteers.

## **AOB**

There was no AOB

Next meeting

**Thursday 26th May at 5.00pm**

**Questions for Daniel to Mary by 12th May please**