

**Minutes of Drayton Surgery Patient Participation Group (PPG) on Wednesday  
27th March 2024 at 5.00pm**

**Present, Apologies and Welcome**

Mary Ramsay (Chair), Daniel Ferrett, Practice Business Manager, A.F. T.D. S.M. M.V

Apologies A.P. J.G.

Welcome to E.P who was observing and had been communicating with T.D. prior to the meeting. Both agreed buddying was an ideal way of introduction to PPG.  
It is likely that two more potential members will be attending our May meeting.

Thanks to T.D. for minutes

Stephen Orobio, Integrated Care Board (ICB) Clinical Quality Manager was due to attend the meeting but due to ICB business had to decline at the last minute. The invitation stands for a future meeting.

**Minutes of last meeting and matters arising**

Following the agreement to repeat a joint meeting with Kirklands, Mary was waiting to hear from Kirklands as to a potential date. **Action ongoing**

T.M. is still waiting to hear from Portsmouth City Council as to whether there are any objections in respect of reducing parking outside surgery. **Action ongoing**

Kerry Joof, Practice Reception Manager is still looking into ways PPG can assist with surgery reception without compromising Data Protection.

The Glossary of Terms were omitted from minutes distributed to members, now corrected.

Minutes agreed

**Parliamentary awards**

Mary recently canvassed group members as to whether they considered it was viable to nominate Drayton Surgery to be considered for a Parliamentary Award. It was agreed to

reconvene on 4th April to brainstorm with view to submitting a nomination to Penny Mordaunt M.P. for The Excellence in Primary Care and Community Care category.

**Action: available members to meet and brainstorm Awards criteria**

### **Surgery update**

Jo Mortimore is leaving surgery to take up a post closer to her home

From 1st April the following changes will take effect.

There will be changes to accessing appointments. The surgery is returning to the triage list as prior Covid. Patients will however, still be able to phone for appointments with Advanced Nurse Practitioners.(ANP)

Pediatric e-Consult will begin

In certain circumstances an abbreviated version of e-Consult will be available over the phone.

**How does the surgery ensure it "delivers enhanced health in care homes to ensure residents have the same level of support as if they were living in their own home."**

Historically we have 6 care homes under the Practice. There is a primary care team who deal with care homes and can make appointments for patients. Patients in assisted living make their own appointments. The new care home in Bedhampton isn't part of Drayton Surgery catchment area.

**Now that pharmacies can prescribe antibiotics for certain conditions will patients still be free to seek an appointment with a GP or Nurse Practitioner or will there be an expectation that patients talk to a pharmacist first?**

There is no expectation, it's a patient choice. Pharmacy First service enables community pharmacies to supply some prescription-only medication, where clinically appropriate, for 7 common conditions sinusitis, sore throat, earache, infected insect bite, impetigo, shingles and uncomplicated urinary tract infections in women ( under age 65)

**I was rather surprised to learn that the Patient Survey was "owned" by the PPG. Are surgery staff interested in the results or do they rely on other measures of patient satisfaction?**

Yes, the PPG survey is owned by PPG. But there are many different ways to rate satisfaction. The staff are interested in all feedback.  
The Practice would consider looking at different things in measuring working feedback.

**Since HM King announced his prostate treatment and laterly his cancer diagnosis has there been an increase in patients seeking advice?**

The Surgery has been seeing men of a certain age for PSA tests.

**Has Drayton Surgery made progress towards achieving the 80% target for Cervical Screening?**

80% target is not new, the surgery is hovering just below that figure currently. 25/49 age group is the most difficult cohort to get to attend, the 50/64 year olds are above the average.

**With the current increase in the cases of measles in children, is the practice seeing a rise in the number of patients enquiring about having the vaccination.**

Yes, the Practice is actively encouraging patients who haven't had the vaccine to come forward.

**Some time ago there was some activity around patient aggressive behaviour, how has this project progressed? If so, are there findings available?**

The project has progressed, warning letters are sent out to offenders.

There have been 2 in the last 6 months. It is evident that the new phone system has been beneficial in the improvement of patient behaviour.

**Has there been any change in the level did not attends (DNAs) experienced by the surgery?**

DNA's in a normal month runs at 2% below target. The Surgery is 3% less than Portsmouth target. The Autumn flu clinic recorded 92 in total, the worse group being under 65s.

**Is the social prescriber proving to be a benefit for the surgery? (apparently 2 at Emsworth Surgery are being made redundant.**

Yes they are beneficial to the surgery. They have their own Facebook Page and LinkedIn profile. They have organised several events and recently attended Health and Wellbeing Fayre (SPARK) at the Pompey Centre.

Daniel had attended the event and was very impressed by SPARK. There is a need for another in the north of the city.

## **Is the level of activity by social prescribers recorded and monitored by NHS England?**

No, there is a small bit of reporting but not monitored.  
Funding is ongoing for 6 months.

**A recent publication in the BMJ by Denis Pereira Gray and colleagues in November 2023 concluded that continuity of primary care, when patients see the same GP when possible, leads to better outcomes and reduces the number of repeat consultations required. The publication outlines the many factors making this continuity difficult. In spite of the difficulties, is it possible for Drayton Surgery to implement continuity of GP care more frequently?**

[Can general practice still provide meaningful continuity of care? | The BMJ](#)

It is more important for a patient to be under a team rather than a specific doctor. If this was the case it could mean waiting several days for an appointment. T.D. as a patient who migrated from North Harbour Medical Group stated the total triage operated by Drayton Surgery was by far a more efficient service.

## **AOB**

A question was asked whether the upstairs space at Wootton Street was being used. Daniel said it had no clinical use and is now occupied by admin and telephone staff.

## **Meeting close**

Meeting closed 18.34pm, Next meeting Wednesday 22nd May at 5.00pm.

## **Glossary of terms**

**ANP Advanced Nurse Practitioners**

**DNA Did not Attend**

**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**