

Minutes of The Drayton Patient Participation Group (PPG)
Thursday 26th May 2022

A glossary of terms is provided at the end of these minutes

Present, Apologies

Present: Mary Ramsay (chair), Daniel Ferrett (The Drayton Surgery Practice Business Manager), L.I. R.L. S.M. N.M. A.F. A.P.

Thanks to L.I. for minute taking.

R.B. Attending as an observer was welcomed to the meeting.

Susan Miller (Kirklands Deputy Practice Manager) and 3 members of Kirklands surgery PPG also attended.

Apologies: M.V. A.R. T.M.

Group members initials only shown under GDPR

Welcome to members of Kirklands Surgery PPG

Following on from Mary's involvement with Kirklands Surgery setting up their PPG, Mary welcomed Susan and 3 members of the newly formed group; Susan said that they are now a face to face group as their efforts to form a virtual group did not materialise. Mary gave an overview of Drayton PPG Philosophy and each of the Drayton members present gave their reasons for becoming a member. Mary invited the Kirklands group to participate in the meeting if they wished.

Minutes and action points of the previous meeting.

The reference to the amalgamation of CCGs into ICS should read Hampshire instead of Southampton. (This is now corrected)

Group members to feed outside organisation contacts to Social prescriber

Daniel confirmed liaison with DWP had been sought. He gave out the social prescriber contact details so members could contact directly.

Daniel and Mary to arrange for other staff members to attend PPG meetings

As today's meeting had guests Daniel felt future meetings were better for Drayton staff to attend.

Terms of Reference under a separate item of the agenda

The previous minutes were agreed

Terms of Reference

Mary has slimmed TOR down (the original was word heavy) amended and updated the existing TOR to take into account how the group's role has evolved since 2016. New document agreed. This now will be a working document

Surgery update

Questions submitted by group members before the meeting. This gives an increased participation by members

Surgery Life

Prior to questions Daniel gave the group an overview of the survey which is on both website and Facebook. He explained the extended hours (pre 0800 and post 1800 on weekdays plus Saturday mornings)

The survey was also seeking patients' views on using other surgeries in the Portsmouth area, but it is not a merger.

Action: group members to encourage Drayton patients to complete survey.

What policy or procedures are in place to provide necessary 'follow up' as requested in a Hospital Discharge Summary for patients following hospitalisation?

Daniel advised that all Hospital Discharge Notes received by the Surgery are actioned but there can be occasions when discharge notes are not received.

The majority of information is sent electronically and there is a dedicated team who update patient's records .

Patients always receive a discharge letter

Debate continues nationally and in the press on the availability of face-to-face appointments with a GP. While I appreciate that the current triage system in the surgery is unlikely to change soon, how can we improve patient access, particularly for the elderly and less computer literate, to good medical advice?

Press and social Media don't always give correct information leading to adverse comments by patients.

Triage has been the way forward with more face to face appointments available online or via phone.

As Health education is a prime role of the PPG a suggestion was made that perhaps a "Buddy" system could improve access for patients who were experiencing problems with electronic systems.

Action: Group members who are interested in helping, send their names to Mary to discuss at the next meeting by 10th July.

There has been some press coverage recently about medical teams suffering mental health problems due to stress and overwork.

In general terms how has the surgery managed to keep staff safe in this regard?

Daniel said this is an ongoing issue, with staff constantly experiencing patient abuse. He said there were considerable pressures on certain staff groups. He elaborated by telling that monthly support meetings have been set up to give staff the opportunity for 1 to 1 meetings.

Has there been an increase in patient mental health issues following lockdowns? If so what measures is the surgery doing to address the problems

Yes, patient mental health issues have increased following lockdowns?

Daniel explained that Drayton surgery is working with the Solent Mind Talking Change team to provide access to a Psychiatrist. If successful it will be rolled out across the Portsmouth area.

Mary suggested that if successful a member of Talking change team to be invited to PPG meeting

Action: ongoing pending success of the pilot

Has the FTA rate shown any big difference since the onset of phone and video consultations.

No difference at all. The stats show that the younger age cohorts are not complying.

With the relaxation of mask wearing. Are staff required to wear masks in all settings whether it's front facing or administrative work

Face coverings no longer required in first floor Admin areas but still required for Face to Face appointments.

The chair had shared with PPG her part in the CQC inspection. Is Daniel able to give the group a short summary of the inspection within the surgery.

No results on CQC are available currently ..but it looks promising. As soon as available it will be shared with PPG.

Action: Daniel to share with PPG when available

The Future

On 12th May there was a pop up information event by Portsmouth Carer Centre in Drayton Community Hall.

If this is a frequent event could there perhaps be a PPG member and Social Prescriber attending, as I see this as a way to get Drayton Surgery more involved with their patients registered at the Practice .

There are no plans to join the Carer Centre with pop up sessions. It is something the Surgery does not feel appropriate as the event needs to be inclusive of all patient cohorts.

An event with a presentation by The Rowans is being considered.

Action: Daniel and Mary ongoing.

It's been some time since PPG conducted a survey for the surgery. Is it time that one should now be undertaken? If so can group members come into the surgery to do so.

Yes, no reason why PPG cannot conduct a survey.

Action: suggestions of survey questions to Mary by 12th July

AOB and future meeting dates

A suggestion by group member that a glossary of terms be included in minutes

Action Mary to add glossary of terms to each set of minutes

A group member had learnt recently that another surgery in Portsmouth had a dedicated receptionist who called their carer cohort on a regular basis to check on their welfare. It was asked if a similar initiative could be set up in Drayton. Daniel said he did not have the resources to undertake this service.

He added in the future a Dementia/Carer group may be set up.

Daniel when asked about staffing changes said there were some imminent changes, but not able to divulge at the current time.

Future meetings all at 5.00pm at Drayton surgery.

Thursday 21st July

Thursday 22nd September

Thursday 24th November

Mary thanked Susan and Kirklands PPG members for their attendance. She wished them well as they began as a group. She added that she hoped the PPGs will work together more in the future.

R.B to notify Mary as to whether she wishes to become a PPG member

Meeting closed 6.45pm

Glossary of terms

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| PPG. | Patient Participation Group |
| GDPR. | General Data Protection Regulations |
| TOR. | Terms of Reference |
| CCG. | Clinical Commissioning Group |
| ICS. | Integrated Care System |
| FTA. | Failed to attend |
| CQC. | Care Quality Commission |