

**Meeting notes from Drayton Surgery Patient Participation Group Thurs**  
**28th September 2023 at 5.00pm**

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

Apologies: J.G

Group members' initials only are shown under GDPR.

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

Minutes recorded by M.V.

**Rowans presentation**

A.F one of over 1000 volunteers for the Rowans Hospice gave a very comprehensive presentation on The Hospice and Living Well Centre. It is hoped at a later date to have an open invite for Drayton Patients to attend a presentation by the hospice's Senior Matron.

A.F. gave a brief overview to the group explaining how current fundraising is used to maintain the free services and care which the hospice provides plus the facilities of the Living Well Centre. It currently requires £9 million annually to keep both units open, with the Government funding £1 million of that total. So it relies on legacy donations, corporate donations, fundraising and funding from their charity shops.

The Hospice which was opened in 1994 has 19 recently refurbished ensuite rooms, there is a current appeal to fund and build a further 3 rooms. End of life care is usually the last two weeks of a patient's care, but they also provide respite care and bereavement support for families including children. The criteria for receiving the care is referral by a clinician

The Living Well Centre is a community drop in centre which is nurse led with volunteer support. Its main purpose is to support families who have a family member with a life limiting condition. Its facilities include a cafe, gym, complementary therapies and creative activities. It also facilitates various outside groups including a virtual group.

Information leaflets were distributed to group members, unfortunately since Covid and to maintain infection control the surgery no longer has leaflets. The group was very appreciative of A.F for the presentation. We have had an offer for the Rowans Dementia care specialist to give a similar presentation in the future. A group member asked if there was any link with Jubilee House in Cosham. Since the meeting research has shown this site is to become a rehabilitation centre for outpatients taking the service away from QA hospital. The Jubilee unit has been resited at Harry Sotnick House, it comprises 40 beds across 2 inpatient wards, which consist of Rehabilitation beds for those needing specialist rehabilitation, and for patients needing assessment around their long term needs.

### **Minutes and Action Points of the previous meeting held on 27th July 2023**

The ICB abandoned the poster campaign which the group were asked to comment on.

The follow up on last year's patient survey will go out in the next couple of weeks. It will run until the end of October, the surgery website and Facebook will be used to advertise it. The questions will mirror last year's so we can measure the results.

There is no progress yet on the automated booking service.

It was agreed to abandon the joint venture between the surgery and Springfield school as it is not materialising

There have not been any further disruptive incidents at Wootton street. CCTV cameras have now been installed on site.

PPG noticeboard not resited yet as it will be incorporated into some remedial work in the reception area. A new height, weight and Blood pressures machine to be installed too.

The new 'warning of moving traffic' sign at top of the car park roadway will be fitted shortly.

No progress has been made on joint PCN PPG with Kirklands, Mary will contact Kirklands PPG to enquire as to their status.

The previous minutes were agreed.

## **Surgery update**

### **Covid/Flu programme**

I don't have any specific questions for Daniel.

However, I hope he will give us an update on the flu/Covid immunisation programme and it would be interesting to hear his view on the likely uptake. Talking generally to others, I am concerned about the complacency people are now showing to Covid and wondered whether there is anything the surgery can do to emphasise the importance of taking up the offer of a jab.

Talking to my little group of neighbours they dont really have any specific questions at this time but they are all a bit focused on the Covid jabs with a few comments about the lack of info on the website (vaccination dates / options etc ). Most of them have opted to go to a Pharmacy (they have been given confirmed appointment times for days next week ) ... so this is probably just a bit of feedback to the Surgery

**There is some vaccine fatigue mostly a lower uptake amongst the under 65's**

**There will not be any more walk-in clinics. For this year's clinics invite text messages were sent out to all eligible patients. With repeat messages following up on non responses. The first clinic was held on 23rd September when over 1000 vaccines were administered. Further booked clinics will take place in October. There is still an element of rudeness from patients.**

**Care homes and housebound patients have been vaccinated.**

**It's important the surgery always holds the current contact number for patients.**

**A group member noted it was not advertised on the website, Daniel commented that it was finding best practice to avoid the phones being clogged with unnecessary phone calls. Feedback has been very positive from both staff and patients.**

## **E-consult**

Sometimes a reply to an E-consult asks the patients a question, but it sometimes comes in without the ability to reply. Could a link be automatically included in any text or email that is sent to patients

**There should be a facility to reply already.**

## **Drayton Surgery**

As patients are now being directed to the "most appropriate clinician" would it be helpful to have a more detailed list of staff specialist skills and interests. I Looked on the web site and there is some information about "the team" but I think that there could be more info. More information would be part of educating patients in new ways of working.

**As surgery operates a triage system patients are directed to the most appropriate, it's not necessary to elaborate on skills. Photos of staff have been voted out by staff, it would be an ever changing picture with reception staff turnover is high.**

Are the ongoing strikes by Junior Doctors and Hospital Consultants having any impact on the Surgery?

**Not at all as once referred to hospital patients come under hospital care system**

In the section NON NHS services it says Private Consultations £30. Does this mean that patients can see a GP of their choice if they pay a fee. If not what sort of things are Private Consultations intended for.

**£30 charge is for patients not eligible for NHS patients**

How often is the general enquiry email checked and what is the response time when checked.

If a patient doesn't get a response within the specified time frame what should their next course of action be?

(This question in another format appeared unanswered in the last minutes.)

**Daniel said the mail box he checked mailbox each day, the message is then referred to relevant people with 72 hours turnaround. It's hoped to put more robust procedures into place.**

### **AOB:**

Daniel advised that a new Buildings and Operations Assistant was hired a month ago.

Daniel requested volunteer help from members for October Flu/Covid clinics, if anyone is able to help on 7th, 21st or 28th October between 8 am and 12.30 to email Mary. **Action: all interested members**

Daniel advised the social prescribers are holding a Health and Wellbeing event on Friday 6th October between 1.30 and 3,30 at North End Baptist Church, Powerscourt Road Portsmouth. Everyone welcome, so members to spread the word.

Mary will prepare the 2023 Annual Report, once completed will be sent to members to verify for publication.

**Meeting closed 6.34pm**

**Next meeting Thursday 23rd November 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