

## **The Annual Report for The Drayton Surgery Patient Participation Group (PPG )** **2023/2024**

Another year has passed, Autumn is here but where did Summer go?  
Each year at this time The Drayton Surgery PPG is committed to reflect on its activities over the past year.

As of April 2015 it was a requirement by NHS England that each GP surgery should have a PPG.

The PPG are a group of patients whose responsibility and commitment it is to ensure that the surgery's plans, services and activities respond to the patient's priorities and needs. We are especially conscious of disadvantaged patients. Any issues of concern are highlighted and brought to the attention of the surgery.

At no time will personal agendas be brought to the meeting table. Nor will the PPG discuss any patient's personal health details.

At all times the group members abide by and work to the objectives within the Terms of Reference, respecting a code of confidentiality and adhering to the General Data Protection Regulations.

It is important the group maintains a balanced, dedicated membership, representative of the demographics and diversity of Practice patient load.

The frequency of the meetings is every two months with no more than six a year.

Attendance at all meetings is paramount to the success of a PPG. Drayton PPG does have an excellent record of that commitment.

The Practice Business Manager or Practice Operations Manager will always be in attendance, with a GP present if and when the meeting agenda requires that presence.

To ensure a good dialogue with staff members we have been particularly pleased to welcome other staff members to our meetings throughout the last year.

Meetings are transparent with all members respecting each other's views. The minutes are subsequently made available on the surgery website and a PPG dedicated noticeboard in the Surgery reception area.

A big loss to the group this year was the resignation by two members due to poor health. We have, however, welcomed new members to maintain the level of commitment and inclusion within the group. We have adopted the idea of interested patients attending as observers initially.

The group fully supported the annual flu/covid vaccination programme. Patient feedback reflected the clinics were well organised. PPG members volunteering acting as marshals were able to see the hard work put in by staff to make this happen. PPG members at all times actively encourage patients to accept and attend the invite to these clinics. The level of 'failing to attend' has given cause for concern. It has become evident that patients are ignoring invites to health checks and vaccines especially for children.

The respiratory syncytial virus (RSV)vaccine programme started in September, a vaccine for patients turning 75 years old on or after 1st September 2024. Attending these clinics is to the benefit of everyone.

There has been an ongoing discussion throughout the year as to the role of the PPG in advertising the total triage system which the surgery effectively provides. We are committed to working with the surgery to educate patients into the acceptance of the right professional for the right problem. We recognise the expertise of these professionals are a valuable source of knowledge to Drayton Surgery. We are keen to support and be visible at awareness events held by the Social Prescribers as they expand their services and wellbeing projects within the Primary Care Network (PCN) community.

Increasingly patient intolerant behaviour and negativity is causing concern; patient's expectations are not realistic at times. The PPG will continue to be strong and supportive in their support of the surgery in their ongoing action.

We have maintained continuous support and understanding of the internal telephony system to reassure patients the "system" is effective. At all times we have supported the surgery with any operational decisions especially the introduction of the 'call back' system which has created an excellent level of service.

After a year-long dialogue with Portsmouth City Council we have secured double yellow lines across the surgery car park entrance. Both the group and surgery are monitoring any misuse.

We have built a good relationship with NHS Hampshire and IOW (HIOW) by providing feedback on documents/posters destined for the public domain. Following the first shared Primary Care Network (PCN) meeting with Kirklands Surgery PPG in November 2023 we recently cemented this relationship by extending an invitation to a HIOW staff member to attend a subsequent joint meeting.

Concern was raised as to the lack of seating available in the waiting area. At the time of this area recently being refurbished the chair situation was evaluated. Many chairs were not compliant and the need for chairs in other public areas was considered.

In June we took the opportunity to nominate the surgery for a 2024 Parliamentary award for customer service excellence. We were disappointed but not deterred that the nomination was not shortlisted.

Each year Drayton surgery is faced with new challenges, each year the staff adapt to the pressure. Patients at times forget the staff are people too. Whatever the demands on the staff, patients are still given the time and respect. In the words of a patient 'it's a friendly atmosphere and everyone cares'

Patient feedback and the 2024 GP survey results reflect this approach which is to be complimented.

On behalf of all Drayton patients a big thank you to the Senior partners, all the clinical and non clinical staff for their true professionalism and dedication.

I am lucky to be chair of an enthusiastic group of patients who care about their fellow patients. At all times they have conducted themselves in a respectful manner to the benefit of the PPG membership and The Drayton Surgery. My thanks go to them for their commitment.

Mary Ramsay BEM

Chair of Drayton Surgery Patient Participation Group

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