

**Minutes of Drayton Surgery Patient Participation Group (PPG) on Thursday 28th
November 2024**

Present, Apologies

Mary Ramsay Chair, Daniel Ferrett Practice Business Manager, Josh Batchelor Operations Manager, A.P. T.D. S.M. M.V. A.F. A.A.

Amanda Martin (AM), MP for Portsmouth North and her assistant, Abbi were present as observers for part of the meeting.

Apologies received None

Thank you to A.F. for taking a minutes.

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

The meeting commenced at 5.00pm.

Minutes and Action Points of the previous meeting held on 24th September 2024.

It was noted that there had been major organisation changes in the ICB resulting in some staff having redundancies. It was unclear as to what impact this may have on the PCN.

TD advised that she had attended the Information Fair at Cosham Baptist Church. She noted that it was well run and attended, overall it gave a positive experience to those who were present.

Mary explained that she was looking to expand the PPG attendees by targeting a younger cohort.

Josh commented that despite the recent introduction of yellow lines outside the Surgery, some people without a disabled parking badge were still ignoring the parking restriction. However, overall he noted that 'sight lines' had improved for staff and visitors exiting the Surgery car park.

The minutes of the meeting on 25th September 2024 were accepted and agreed.

Daniel and Josh joined the meeting at 5.15pm.

Amanda Martin and her assistant Abbi, joined the meeting at 5.25pm.

Following a welcome by Mary, Amanda introduced herself to the PPG and gave a short resume of her career. She welcomed the opportunity to attend the PPG meeting and understand the purpose of the PPG. Daniel confirmed the positive role the PPG provided in supporting the surgery.

The members of the PPG introduced themselves to Amanda and gave their thoughts on the purpose of a PPG and their contribution.

January PCN Meeting

The next PCN meeting is planned for 22 January 2025 5.00pm to 6.30pm and will be held in the Boardroom of Gatcombe House in Hilsea, with usual tea and coffee provided.

Mary stated that Kirklands had a new Operations Manager. She also stated she and Kirklands chair would jointly chair the meeting. After some discussion it was proposed that Katie Stevens should present at the meeting to describe the role of a Social Prescriber. Mary will liaise with Kirklands chair regarding an agenda. **Action: Mary to liaise with Kirklands chair. Daniel and Josh to speak to Katie re PCN presentation**

Surgery Update and Questions for Practice Manager and Operations Manager at November Patient Participation Group meeting

Can an update be provided on the Flu and Covid vaccination programme. What proportion of eligible patients took up the offer of a vaccination? Was this better or worse than previous years? Were there many DNAs? Have the DNAs been followed up?

It is difficult to give numbers on take up as the season is not yet over – it runs until 31.03.2025. Appointment wise, we have provided 4094 appointments since the start of the campaign on 01.10.2024. Of those, 3794 have been booked (93.4%). There have been 366 DNA's (9%). All DNA'd appointments receive a text message alerting them to the fact. This prompts some patients to phone and apologise/re-book. We do not tend to factor the Flu clinic DNA's in to our DNA procedure due to the nature of the clinic; a lot of the appointments are booked weeks in advance and then people pop to their local Pharmacy or get vaccinated at work and forget to tell us, no matter how much we prompt.

Mary observed that the Surgery should be congratulated on the excellent organisation of the Flu and Covid clinics.

A number of patients have experienced side effects following their Covid & Flu vaccine leaving them feeling quite unwell for around 3 days, would having each vaccine administered on a different day (e.g. a 7 day gap between) reduce the risk of side effects.

Advice from the JCVI and NHS England is to co-administer, however we always give patients the choice, caveated with the fact we may run out of the vaccine they don't have and can't guarantee availability. Side effects are a natural occurrence with vaccinations and different people experience different strengths of side effects .

Last year, it was indicated that the surgery was revising its DNA policy. Has that been done and what changes have been made?

Our DNA policy is fully in place whereby a patient who DNA's three times successively within a one year period will receive a letter stating that if it continues they will be removed from the list. Luckily, we haven't had to enact this yet. We factor mental health into it and instead of posing removal from the list, will see if there is anything else we can do for them.

A number of the patients who attended the menopause information evening were unaware that they were able to book directly with the pharmacist to discuss their medications. Is there a way that we can make this information clearer to the patients in general to take the pressure off of the GPs.

(All patients who attended the event were very happy to speak with the pharmacist directly and found it very beneficial)

Daniel and Josh agreed to consider how to make patients aware of the menopause support available from the pharmacist. : **Action : Daniel and Josh to consider how support is cascaded**

If a GP requests a review appointment and doesn't book it at the time of the initial appointment. Is it better that patients use e-consult to request the review appointment with the specific GP?

That probably is the best way – it may not be the GP you have a review with e.g. if it is a mental health problem it would be put with our Mental Health Facilitator as it would just be a check-in. eConsult also has specific review templates which can be submitted.

Following the recent budget, Will the change to employers NI contributions have any impact on staffing or opening hours at any of the surgery sites?

It is impossible to comment on how the changes in the budget may affect us however our opening times are contractual so there would be no changes there.

We are all aware of the impact the redundancies of the Rowans dementia nurses has had on dementia patients and their carers. Feedback received from Hampshire and IOW (Integrated Care Board) is the commissioners are currently considering the issue. It is appreciated Drayton Surgery does not have the provision to fill the gap and I am sure the Social Prescribers are signposting patients to various support organisations. But is it possible that whilst decisions are being considered a newsletter could be distributed to carers of dementia patients?

Our Social Prescribers are already working and liaising with some of the people affected by this change and will continue to do so until a possible solution is

found. Patients will be invited to drop In sessions and health fayres being held so they are able to link in with other services who can help

Amanda noted the problem raised.

AOB

Daniel was proud to announce that Marie Curie had awarded the Drayton Surgery 'GP Practice of the Year' for its contribution to best practice in end of life care. This award was in recognition for the work the Surgery did in implementing the Daffodil Standards, their collaborative working and dedication to continuous learning.

Amanda requested that Daniel send her a photo when available. She noted that there was debate in Parliament the following day regarding assisted dying. She remarked that she had received substantial emails on the topic from individuals.

Mary thanked Amanda for her attendance and hoped our meeting would give her a better insight into the beneficial role played by PPG's

Date of Next Meeting

22 January 2025 combined PCN meeting

Meeting closed at 18.30.

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