

The Annual Report for The Drayton Surgery Patient Participation Group (PPG) 2024/2025

As of April 2015 it's been a contractual requirement that GP surgeries have a Patient Participation Group (PPG). A group of patients whose responsibility and commitment it is to be proactive in providing a link to advise the practice what matters most to the patients. The group cannot be prescriptive in management of problems but can help in providing possible solutions. This past year the Drayton Surgery PPG has continued to act as that critical friend.

This past year we have recruited new members, in doing so now have a diverse dedicated membership, representative of the surgery's demographics.

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.(GDPR) At the same time personal agendas or any individual patient's health will not be brought to the meeting table.

The frequency of the meetings is every two months with no more than six a year. Drayton PPG has an excellent record of commitment, which is a reflection of its success.

The Practice Business Manager or Practice Operations Manager will always be in attendance, with a GP present if and when the meeting agenda requires their presence. To maintain an effective line of communication other staff members have always been welcome to attend throughout the year.

All meetings are transparent with members respecting each other's views. All meeting minutes once ratified will be available in the public domain. Annually as chair under our Terms of reference I am committed to produce an annual report.

Throughout the past year we have fully supported The Drayton Surgery in their ongoing efficiency in managing, consistent and engaging communications. Members have acted as marshals for the annual flu clinics.

Through our continued networking with Kirklands GP Surgery, our Primary Care Network (PCN) partner, we hold 2 joint PCN PPG information meetings a year. These meetings have proved very effective and have generated significant awareness of each other's surgery issues besides giving us a broader view of the NHS.

In the same vein we have supported neighbouring GP surgeries to reinstate their PPGs by inviting them to attend our meetings and providing ongoing support to them.

Following the General Election in July 2024 we invited the newly appointed Portsmouth North MP Amanda Martin to our PPG meeting. We were able to give her an insight as to how Drayton Surgery conducts its business and highlight some of the National issues affecting GP surgeries in general. It is anticipated she will return to reflect on how the NHS changes have had an impact.

We fully support the surgery in their implementation of the Additional Roles. Recruitment nationally in 2019 was hampered initially by the lack of understanding of its function and benefits to patients' health. However Drayton surgery adopted the scheme and recruitment has been beneficial to many Drayton patients. Throughout the year we have fully supported the Social Prescribers. We have attended and had a supporting role at their many excellent information events. I have been able to give short presentations to groups within their network. With little experience of the role they have developed it into one of the main functions of the surgery. Something we are keen to promote

Drayton surgery in this last year has joined forces with the Portsmouth mental health hub in providing a dedicated phone line offering direct access to mental health support, bridging the gap between Primary Care and mental health access. As a group we fully support this facility.

We have gained a tremendous amount of knowledge each month by the Business manager and Operations manager attending our meetings and providing answers to member's questions. It is now time to move forward with statistical data being provided at these meetings giving us a more detailed overview on particular issues.

Failed to attend (FTA) being of major concern. As patients this is affecting everyone, the time, the money and resources. It's of concern nationally but Drayton PPG will now feature this regularly on our agenda as we work with the surgery to improve the data.

Each year it's a commitment by the group to hold a survey. This year the results have yet to be collated but primary results indicate a mirror image of before. That being Drayton surgery is meeting expectations and earning respect from the community it serves.

This also reflects their results of the national run 2025 GP survey results.

As we look to the future we are planning to build on our previous experiences and are considering an event for Drayton surgery patients. As the plans develop we will update and inform patients through our meeting minutes and when necessary by social media.

I would like to thank all the PPG group members for their support and dedication to Drayton surgery over the past year. I look forward to working with them in the coming year.

Finally, I can say what the PPG has achieved, but our wholehearted thanks go to ALL the staff of The Drayton surgery for their dedication, professionalism and commitment to the patients.

We offer our congratulations to the surgery for winning Marie Curie Daffodils GP practice of the year award. A true reflection of the standards in the surgery

Thank you!

Mary Ramsay BEM
Chair of The Drayton surgery Patient Participation Group

October 2025