

**Minutes of Drayton Surgery Patient Participation Group (PPG) on Wednesday
24th September 2025 at 5.00pm**

Present, Apologies and Welcome

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

There were no Apologies

E.B was observing the meeting.

Mary reminded the group to observe confidentiality and to avoid acronyms if possible.

Thank you to C.M. for taking the minutes

PPG catch up, minutes of last meeting and PCN meeting

The minutes from May PPG were agreed to be correct now will go on website and in surgery reception.

Mary explained the agenda for future PPG meetings will be changing, there will no longer be a need to submit questions in advance. Daniel and Josh will be presenting surgery data and information to the group which will generate questions if not answered at the meeting will be taken away for answers at the next meeting.

Mary proposed at the next Primary Care Network (PCN) meeting in January a joint Terms of Reference be put into place. Because of time restraints at the July meeting this didn't happen.

As agreed at the July PCN meeting Gatcombe House will continue to be used for meetings due to its location and facilities. If any member has mobility issues they will notify their respective chair to notify T.D. so accessibility arrangements can be made. As the PCN meetings are information evenings for both Drayton Surgery and Kirklands Surgery. It was agreed that a nurse from Rowans Hospice would be invited to give a presentation on the care and services provided. It was suggested to invite Louise Pearson, PCN Cancer Care Co-ordinator also.

Projects

Mary asked members to share any ideas they had brought to meeting

Daniel outlined the reasoning and suggested Drayton PPG to be actively involved with positive change and bring initiatives forward which could lead to more PPG involvement.

A debate followed which brought various suggestions and ideas as follows:-

- The group could complete a project on dementia care, looking at the local needs and current provision
- A discussion or project around mental health issues in young people, with the possibility of linking with local colleges as to the provision and whether there is a need for the NHS to fill the gaps.
- Hold health related awareness events in the Drayton community, the suitability of local venues to be explored. The surgery would help facilitate but ultimately the decisions were PPG responsibilities. Eventbrite could be an option for booking an event.

With whatever decision is made regarding a project the group agreed for the purposes of planning they would hold additional informal meetings and set up a WhatsApp group .

Action: all members send their mobile number to Mary for setting up WhatsApp.

It was decided to invite Amanda Martin MP to make a return visit to PPG as it's a year since her nomination. It was felt that there are issues which need clarification.

Especially the Parliamentary awards.

If the awards are reinstated the group intends to consider entering again. But planning needs to start and previous years award winners submissions studied.

Mary has ongoing dialogues with two other PPG chairs, she suggested all Portsmouth PPG chairs hold periodic meetings to share ideas and good practices. **Action: Mary to approach Portsmouth PPG chairs to seek their views**

Surgery Update, latest data and questions

Dan delivered a presentation on Highclere Cosham, the new medical centre in Cosham to replace Wootton Street. This new building is ultra modern and offers both space and state of the art functionality.

He spoke about a high tech number plate recognition system for parking arrangements.

September Questions

At the recent PCN meeting Yasmin and Katie made a presentation regarding their work in establishing the Drayton Surgery Menopause Group. This was very impressive and I was wondering whether this example of "excellent practice" could form a model for other needs such as Men's Mental Health where belonging to a group could offer support.

Our Social Prescribing Link Workers have great relationships with those groups that are set up to tackle specific subjects such as The Men's Shed and work closely with them - in fact, the local Men's Shed are the group who made and donated the three planters out the front of the surgery for our green social prescribing gardeners. We are always looking at other groups we can provide, however don't want to take away from what may already be available.

Is this group accessed via a referral only or could it be publicised on the Drayton Surgery Website. (I tried to find information about the MENOPAUSE GROUP on social media but didn't find anything.)

As mentioned in the presentation by Katie and Yasmin at the PCN PPG Meeting, eligible women are being identified by searches and invited. There is a plan to reduce age limits and include more women as time goes on, but we don't want to overwhelm the service.

The menopause group sessions are going ahead and seem to be very beneficial. Are there any other services or clinics that we should consider offering? How do we go about identifying these? Do we consult our patients for their opinions?

This forms part of what Mary has asked each of you to bring to the table this evening. Being part of a PPG is all about how we can reach out and include people. Please have a think of what could be missing and what would benefit our patient population. This can be done by speaking to people you know or looking at what other surgeries are doing. Then, bring your ideas to the wider and group and we can formulate plans.

I recently read through the News items on The Drayton Surgery Website. Could this be edited to remove out of date news. eg.2024 Flu Vaccination

The news section of the website acts as an archive of what we are putting out. As all the articles are separate and not just on one page, this makes it much neater and tidier and means that people are able to look back properly.

With local GP practices adopting the Anima communication platform, is it likely Drayton will adopt the same system?

We are always looking at ways of evolving the ways we work at Drayton and Anima is one of the new systems that people have opted for. Whilst there are no set plans at present for us to move over to Anima, we will continue to look at how it is working for others and decide whether it may be beneficial for us and our patients.

It seems that a fair few of the surgery's more elderly patients, especially those with some degree of hearing loss experience anxiety when attending appointments, as they struggle to hear their names being called. They want to know if there is any way a screen system could be used as has been used in the past in many settings, where their names could be shown. This could be alongside the practitioner coming into the waiting room and calling them, but would go some way to reducing their anxiety when attending the surgery.

We have historically had this system but it often caused more problems and confusion than it did solve them. Patients would not hear the name or see their names come up and wouldn't move or, if they did, would quite often get lost in the corridors, not 100% sure where they are heading.

I take on board the conversation we had about our hard of hearing patients and we will be checking to see if there is a loop system in the surgery to be utilised to help these patients when waiting for appointments.

AOB

As part of our Terms of Reference the PPG is committed to hold an annual survey on behalf of the Surgery. It's a measurement for the surgery to gauge their level of services.

The group agreed the questions would remain the same as of previous years.

The poor response rate was discussed, it was agreed the PPG would encourage patients to participate. Daniel agreed to advertise on both Website and Facebook. It was agreed some hard copies would be available at the flu clinics.

Josh had requested help from PPG with marshalling at forthcoming flu clinics. Mary read out rota for the four clinics. The times for duty were given. Daniel stressed that although PPG were keen to promote the survey, the primary reason for our attendance at the clinic was to support the surgery by efficiently undertaking the duties we have been given and remaining at our stations.

If other group members wished to attend clinics to hand out surveys their help would be appreciated.

Meeting Close

Mary thanked all for attending

Meeting closed at 19:00

Next meeting PPG meeting. November 26th 2025

PCN PPG meeting January 28th 2026

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