

Annual Report 2019-2020

Drayton Surgery Patient Participation Group

Each year at this time it's my responsibility as chair of Drayton Surgery Patient Participation group (PPG) to provide an Annual report on the activities of the group.

Drayton Surgery Patient Participation Group (PPG) maintains an active part as a 'critical friend' to the Practice.

Throughout the year we work to our objectives within the Terms of Reference. At all times we respect a code of confidentiality and adhere to the General Data Protection Regulations

Our Terms of Reference state we will hold meetings every two months, with no more than six meetings a year. The Practice Business Manager and a GP will always be present. All communications are open and honest, recorded and subsequently displayed.

As a group we are active members of the Portsmouth City Wide PPG, regularly participating in meetings twice a year, facilitated by the Clinical Commissioning Group.

The group strives to have a balanced membership, representative of the demographics and diversity of Practice patient load.

A summary of PPG achievements of past year

The past six months have presented many challenges, but throughout we have played an active part in being a "critical friend" to the practice. The Practice Business Manager has always continued to communicate.

Lockdown in March brought our face to face meetings to an abrupt end. We have however maintained contact with the practice. The Practice Business Manager has provided regular electronic updates. Latterly group members have taken part in Zoom meetings, written records have been displayed on the practice website.

Early 2020 we welcomed and looked forward to working with the new Practice Business Manager. At the same time acknowledging the continued support and encouragement given by his predecessor.

In March when Lockdown began, we fully supported the surgery in their implementation of a Covid safe environment to enable them to continue treating all patients.

As the group has evolved it was necessary to review and amend the PPG Terms of Reference to ensure it reflected our business.

We have monitored the practice website to ensure it continued to be secure, accessible and user friendly on all its electronic platforms. At same time we welcomed the enhancement of the IT systems as the Practice embraced social media to increase their communication and profile.

As face to face appointments became difficult we thoroughly endorsed the video and telephone consultation process adopted within the Practice.

We continued to support the surgery in their ongoing management of staffing issues and customer service as they increased their levels of staff to provide a balanced and high quality service.

As the Practice has strengthened their services we have encouraged patients to recognise the surgery has a team of highly trained multi skilled staff who work alongside the GP's in the treatment of the patients.

With the practice becoming a Primary Care Network (PCN) linking up with North Harbour Practice. (Cosham Health Centre) and Kirklands Practice, Portsmouth. The PPG too linked with North Harbour PPG, in pursuit of forming a PCN PPG group. Kirklands PPG will shortly be joining the group.

The Social Prescriber appointment was recognised by the group as being valuable and beneficial to the patient's wellbeing especially in the unprecedented situation of the past six months.

We queried the accessibility of the e-Consult by visually impaired people. But have continued to encourage patients when possible to use the facility. A system which throughout the pandemic has proved very successful

We monitored and supported the Practice as it endeavoured to resolve the problems of a new telephone appointment system.

We have kept up to date with Drayton surgery building work as it progresses, ensuring patients are informed of organisational changes accordingly.

Concern was raised as to whether the surgery could cope with the Forty Acre housing development site. A proposed care home on the site was highlighted as being an added demand on the practice's health professionals.

We have promoted the benefits of on-line registration.

We have highlighted and recognised the role of Carers.

We questioned how the issues regarding "did not attend" could be addressed.

We welcomed the ratio breakdown on customer feedback ratings

Have continued to monitor the surgery facilities in pursuit of a Dementia friendly environment.

Have continued to monitor the correct guidelines are always adhered to when following NHs national guidelines for prescribing “over the counter drugs” and certain medical procedures.

Invited a member of Age UK to give a presentation on the services the charity can provide

Have been active in encouraging other patients to join the Patient Reference Group.

Prior to lockdown group members actively participated in City Wide PPG. Reported back to surgery and advised accordingly.

This year has been a different year for everyone. Drayton Surgery has had numerous challenges throughout that time. On behalf of all the patients I would like to thank the Partners and all staff for the excellent care and professionalism shown to their patients.

My thanks too goes to the PPG committee who have remained focused throughout with their support towards the surgery.

Mary Ramsay BEM
Chair of Drayton and Wootton Street PPG
Autumn 2020

The following addendum has been added by Drayton Surgery

The PPG have continued to be an incredible support for both myself as the new Practice Business Manager, and for the surgery as a whole through the frustrating times that 2020 has thrown at us. As a surgery we have installed a lot of new processes and procedures, all of which have had the full support of the PPG who were able to look at the bigger picture of what we want to achieve. Mary Ramsay, as the Chair of our PPG has provided support and advice where it has been needed and has been a constant pillar (as have all the PPG members) in what have been challenging and unknown times. If every surgery had a PPG as pro-active and supportive as mine, every Practice Manager's life would be made a lot easier.

Mr. Daniel Ferrett
Practice Business Manager