

**Minutes of Drayton and Wootton Street Patient Participation Group (PPG) on Thursday
26th September 2019 at 5.30pm**

Present: Mary Ramsay (chair) S.M, L.I, M.V, A.R, T.M, Fr.A, R.L,
S.P from North Harbour
Sandra Jordan, Practice Manager and Dr Swindells joined meeting at 6.05pm

Apologies: R.T

S.A tendered her apologies. She has also decided to resign from group giving way to new group members. She was one of founder members. Mary had sent a 'thank you' to her acknowledging her active participation and commitment in group. An invitation is always there if at any time she wishes to return. This also applies to A.P a former member who resigned due to work commitments.

Due to other commitments two potential new members have yet to attend a meeting, one other has now withdrawn interest in membership. Mary said it is hoped the group will reach maximum numbers as stated in the Terms of Reference.

Minutes of last meeting and action points:

Mary thanked L.I for previous minutes.

In fairness to all group members in future the minutes will be on rota system. Mary is happy for brief notes, she will support and edit. Fr A suggested he could loan recording machine for future. As a trial he will be responsible for November minutes.

Action points:

Code of confidentiality now signed by 3 new members, existing member will pass hard copy into Surgery.

After group discussion The Terms of Reference will be amended to read

A;When a member fails to attend 2 consecutive meetings and does NOT make any contact to offer explanation to chair they will be deemed as no longer group member.

B; if a group member offers apologies for 3 consecutive meetings it will be deemed after third absenteeism they will be deemed as no longer group member.

Mary gave Group quick summary of the 2018/2019 Annual Report, it has been shared with group and will be broadcast to wider audience.

Minutes of July meeting agreed.

North Harbour update:

S.P. the only member of the PPG and virtual patient reference group at North Harbour (Cosham Health Centre) gave an update.

He told Group their current building is in need of renovation, a new building has been identified, but commercial in confidence at the moment. There are problems around parking at new building. S.P gained the support of Drayton PPG for him to pursue the issues through local councillor and local MP. This parking issue has huge impact on the concept of joint working and shared services.

S.P. told group he currently is supporting a student with her Masters. In the course of her studies she was keen to interview a chair of an effective PPG, so it was arranged for a telephone interview with Drayton PPG chair. The chair has also given permission for latest Annual Report to be shared with student.

Practice update:

Sandra gave surgery update.
(Issued to group as separate document)

Action points:

Sandra will investigate the accessibility of E-consult for visual impaired

New Telephone system is proving to be problematic, but it is hoped it will be corrected on Friday 27th September.

The complex issues of the reception is always ongoing. So PPG chair will attend surgery TARGET meeting to share ideas and to put the "patients voice"

Sandra reported new Patient Call system should be operational shortly

Sandra will look into suggestion Wootton street notice board could be better placed, and as to availability of fan.

Drayton practice guidelines on administration of over the counter drugs and availability of drugs at the time of Brexit.

Dr Swindells explained how GP's consider the balance when issuing "over the counter drugs and undertaking minor procedures". Group agreed practice adhered to the guidelines and consider all factors involved.

Flu clinics

The flu clinics this year are 28/9, 5/10, both for over 65's: 2/11, 23/11 at risk patients and over 65's. 7/12 all others. A Saturday surgery will be running alongside some clinics.

The group will have presence at each of the clinics, all members will wear ID badge, the doors will be opened at 8.00am.

Each week group will distribute handouts including on E-consult and online registration. There is the opportunity to provide information on imminent building extension and lack of parking facilities. Mary stressed there is limited time to speak to patients as the queue moves fast. So not to be too insistent and hinder the process.

AOB

The City wide meeting is on Tuesday 22nd October at 6.00pm (invite and agenda already sent to group members) Mary requested members wishing to attend should reply to Lin, (author of document) direct

Future meetings

Thursday 28th November at 5.30pm in Sanderson Suite Drayton surgery

Thursday 23rd January 2020

Thursday 26th March 2020

Meeting closed 7.30pm