

## **Annual Report 2017-2018:**

### **Drayton and Wootton Street Patient Participation Group**

Towards the end of 2017, Mary Ramsay took up chairmanship of the Patient Participation Group (PPG), taking over from the inaugural Chair, Michael North.

After much discussion, our Terms of Reference were finalised in March 2018. (The full document is on the surgery website and is also displayed on the noticeboard in both surgeries). Within this document, we set ourselves working objectives, which we review so that they can be amended as required.

The PPG continues to meet every two months; the meetings are also attended by the Practice Manager and at least one Practice GP. This enables good two-way communication, including a discussion of planned developments proposed by the Practice and suggestions for improving the working of the Practice.

Typically one or more members of the Drayton and Wootton Street PPG also represent the Practice at Portsmouth City-wide PPG network meetings. Each autumn, selected members of the PPG are available to talk to patients at annual flu clinic sessions.

In an effort to reflect as far as possible a representative cross-section of registered patients within the Practice, we will continue to maintain a small number of vacancies on the PPG to allow for the recruitment of patients from under-represented groups.

*A summary of our achievements over the last year:*

- Have supported and advised the practice on modifying the Practice website, making it more user friendly where possible (within the constraints of a centralised system) and updating the information relevant to the PPG
- Have worked with the Practice to improve the signage and patient calling system at Wootton Street surgery
- Have continued to put pressure on the Practice to get working TV screens in Drayton surgery, to enable an efficient patient calling system
- Have flagged up errors and anomalies in the on-line appointments system, which the Practice has now fixed
- Have advised the Practice on whether to continue administering the less common travel vaccines that were not free on the NHS
- Have supported and advised the Practice during the planning stage of the new same-day appointments system with triage and patient call back (implemented in November 2017) and continue to monitor its effectiveness.
- Have created a virtual group of patients, the “Patient Feedback Group”, which is increasingly attracting more patients so that we may obtain a wider cross-section of views.

- Have undertaken Dementia friendly walkthroughs in Drayton Surgery, advising on changes that should be of benefit to Dementia patients. We will continue to monitor the effectiveness of any changes.
- Have tested the recently-enabled facility for a patient to access their full individual medical records (on request) and have fed back any problems in reading or downloading the files.
- Have requested assurance that the correct procedure is followed when cases are referred to CCG for funding, following NHS England's new policy over non-funding of some procedures and over-the-counter prescription drugs.
- Have discussed with the Practice the mechanism for offering 5 yearly Health Checks to patients in the Age range 40-74.
- Have initiated a patient survey to assess patient's satisfaction with their experience of the Practice. (We will arrange for findings to be published when complete).
- Invited Dr Philip Scott, from the University of Portsmouth, to give a Powerpoint presentation on the research project that he is leading into Patient Handovers, and more generally into improving hospital communication with patients and their families
- Have discussed the role of the recently recruited Nurse Practitioners and Paramedics who will help to relieve pressure on the appointments system. Also, the role of the Pharmacist who is now with the Practice 3 days/week, to help relieve some of the workload on the GPs, freeing up time for consultations.
- Have discussed the recent GDPR requirement and the availability of leaflets and forms that are available via the Practice Website and in hard copy at the Surgeries. These include Data Sharing Leaflet, Opt-Out Form, Privacy Notice and a Text Messaging Poster.
- Have noted ambiguities in the wording of the responses from the on-line prescription system as the "prescription ready for collection" dates conflict. This is still being investigated but may be outside the control of the Practice.
- Have discussed the running of the Chronic Disease Clinics, noting that Health Care Assistants (HCA's) are becoming more involved in some specific areas, in order to release practice nurses to deal with more skilled/complex patient care.

19th October, 2018