

The Drayton Surgery Patient Participation Group Chairperson report 2020/2021

It has been an unusual year in many respects since last year's annual report. The patient participation group (PPG) however has remained committed throughout to act as a patient voice on behalf of all the patients of The Drayton surgery. Throughout the year the PPG has used the information disseminated to them by the surgery to share with patients to maintain good communications.

The pandemic this year has disrupted our ability to meet every two months face to face, but we have however continued to maintain a dialogue with The Drayton surgery by receiving ad hoc updates and holding zoom meetings with limited agendas. Despite a heavy workload the Practice Business Manager has given his time to join us at every meeting. This has been very much appreciated.

Due to the time restraints of our meetings, the group has adopted the policy of submitting questions to the Drayton Practice Business Manager prior to the meeting. A format to be adopted once face to face meetings resume. Many unfinished agenda items will resume once we return to the live setting, including a presentation by the practice social prescriber, a role created in every GP practice to support patient self care and well being.

With an increase in patient load, it has been necessary to enlarge the existing surgery. Despite the pandemic and lockdown, the contractors completed the considerable task of building a new lower ground extension on schedule with the surgery opening the unit in July. With Covid protocol within the surgery it meant there was limited disruption to the surgery life throughout the work. This extension has provided extra accommodation for staff to undertake minor procedures and hold extra clinics. It has also increased the conference room capacity to enable on site training. Access is via a path providing an easier gradient on the west side of the building. This project has had the full support of the PPG throughout the planning and building stages.

As the Practice 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.

The PPG recognises the importance of the need for some patient appointments to be face to face, in the same way we have supported the surgery in their pursuit to maintain a safe environment by complying to NHS guidelines and operating the total triage model. We fully endorsed the telephone and video consultations adopted within the Practice. When it's been necessary we have used the knowledge shared by the surgery to explain to patients the ethos behind this system.

With the increase of e-Consult traffic the group 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. At the same time we have raised concern on the additional pressure to staff that this has created. The e-Consult

contract is currently up for renewal, and a group member is participating in the consultation process. As face to face appointments became difficult we thoroughly endorsed the video and telephone consultation process adopted within the Practice.

The Drayton surgery along with North Harbour Medical Group, housed within Cosham Health Centre and Kirklands surgery, Connor Road Portsmouth are part of a Primary Care Network. (PCN) The big advantage being that staff and services can be shared across all three practices. We have welcomed the appointments of three pharmacists who are working to enhance a structured medication system for all patients. The joint working was demonstrated when in December of 2020 the PCN was granted permission to undertake administering the Covid 19 vaccination programme at the North Harbour Medical Group site. Since then the clinics have been administering the vaccine to various patient cohorts. Each clinic has been smoothly executed and supported by a group of volunteers, drawn from across the PCN. The majority of the volunteers are from The Drayton Surgery. As a volunteer myself it is very rewarding and a pleasure to be able to support. The group has shown concern over staff morale throughout these challenging times. We fully support the zero tolerance programme now being initiated within the surgery.

We actively support the surgery in the pursuit of encouraging patients to obtain over the counter drugs rather than requesting prescriptions.

We support the use of General Practice Data for planning and research (GPDPR) currently on hold allowing more time to liaise with providers.

We recognise the role of carers and continue to encourage patients to register if they have a caring responsibility.

Unfortunately due to the pandemic the Clinical Commissioning Group city wide group of which Drayton is a member has not been able to hold its periodic meetings. They have however maintained contact by sending out updates.

For personal reasons some members have left the group during the past year, once we are back in a face to face setting the group membership will be restored to the agreed level, at all times patient demographics will be considered. So there is a balanced group who respect our Code of Confidentiality, the General Data Protection Regulations and will work to our Terms of Reference.

We have monitored the practice website to ensure it continued to be secure, accessible and user friendly on all its electronic platforms. At the same time we have welcomed the surgery's use of social media to increase their communication and profile.

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

Sometimes these unprecedented times have put the surgery under severe pressure. I would like to pay tribute to all of the Drayton Practice staff for their commitment, professionalism and care. Only recently at a walk-in flu clinic they worked beyond their contractual hours so every patient in the queue was vaccinated

My thanks too goes to the PPG committee who have remained focused throughout this past year for their support towards the surgery.

Mary Ramsay BEM
Chair of The Drayton Surgery Patient Participation Group
Autumn 2021