

## Drayton Surgery Patient Participation Group Meeting 25.7.2019 – Practice Update

### Actions from last Meeting

- Action Point 2 – An email was sent out to the virtual group members back in April 2019 however no responses were received so a new email was drafted and sent out via an alternative email at the beginning of July which has generated many more responses and potential new members for the main PPG.

### July Update

#### **1. Staffing**

- The Reception Manager, Andrew Hamilton, who joined the practice on 1<sup>st</sup> April, 2019 has now left and the partners are considering how to replace him. We are actively recruiting additional receptionists.
- We have another new nurse - Michelle Campbell. Michelle comes from a hospital setting so will be undertaking a Practice Nurse Course to develop specific skills required in General Practice.
- Louise, one of our Advanced Nurse Practitioners is currently on Maternity leave having had a baby son recently.
- We have been very fortunate to recruit 2 new Salaried GP's to join the practice – one in mid- September 2019 and the other at the end of October 2019. This will reduce the number of locums and hopefully improve continuity of care.
- We will have a new GP trainee (ST2) joining us in August 2019 – Omar Farooqi will be with us for the next 18 months whilst he completes his GP Training. I am sure you will all join us in making him feel welcome.
- Dr Rayan Subramanian, GP trainee (ST3) will be with us until February 2020.
- As usual there will also be a number of final year medical students in the practice over the coming months. These students work under the guidance of the GP's at all times.
- On behalf of our Portsmouth North Primary Care Network, we are currently recruiting a Social Prescriber. The person appointed will be a shared resource and will work with patients at both Drayton Surgery and also North Harbour Medical Group. Interviews take place on 5<sup>th</sup> August and we hope to have someone in post as soon as possible thereafter.

#### **2. Practice Development**

The planning permission has finally been granted for the development of the basement area. We have been in discussions with our architect and the tender is about to go out to the builders. We hope to award the tender during September and will then be in a position to update you all on a start date for the works to commence.

Unfortunately due to Health & Safety concerns whilst the building work is carried out there will not be any access for patients to the car park. We will obviously put up notices advising when this will happen as soon as we have confirmed dates for the work to commence.

#### **3. Patient Information Screen**

The new patient calling screen is now on order and will hopefully be installed before the next PPG Meeting. In the meantime the doctors and nurses have all been reminded of the need to go fully into the reception area when calling patients and to raise their voices so that they are heard.

#### **4. PPG Membership Update**

The PPG numbers are steadily increasing – we have 70 patients signed up to either this group or the virtual group.