



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 10 March 2016 at 18:45 hours**

Attending:

(HS) Hayley Slatter – Practice Manager
(MC) Maurice Cleary – Chair
(KT) Krystyna Tworek - Treasurer
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(RF) Richard Fuller
(SB) Susan Bradford
(TB) Terasa Beach
Dr Maggie Carson

Visitors:

Apologies from:

(CO) Chris Ockwell – Vice Chair
(KB) Karen Burgess
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
Dr Heaton
MP Robert Buckland QC

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Guest visitor(s)
4. PPG Objectives
 - Swindon CCG/NHSE Update on GP Workforce plans
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
7. PPG Forum (standing item)
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)
10. AOB
11. Date of next meeting – 14th April



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Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the February meeting were discussed and agreed.

Action: HS to upload a copy of the minutes of the February meeting onto the PPG page on the surgery website.

2. Actions from the last meeting (O/S)

- Action 1. Done.
- Action 2. C/Fwd
- Action 3. Done.
- Action 4. Done
- Action 5. Done
- Action 6: Done
- Action 7: Done
- Action 8: Done
- Action 9: Done

3. Guest Visitor – n/a.

4. PPG Objectives

Swindon CCG/NHSE Update on GP Workforce plans. This was suggested as Agenda item as NHS England confirmed they would have a quarterly update, which is now overdue. ES emailed Debra Elliott at NHS England for an update and escalated this to Robert Buckland, who is liaising with Nikki Holmes.

HS mentioned that there will be a meeting on 14th April of all the Swindon Practice Managers and GPs to review the NHSE 5year plan.

5. Complaints handling (new item)

None this meeting.

Following RU's resignation from the PPG, volunteers are required to join the smaller working group working on non-medical complaints received at the surgery. KT/ES volunteered to work on this Complaints Working Group by email only.

6. Practice Manager's update (standing item)

Carers Coffee Afternoon.

HS met with Carer team. OTS has agreed that the Carers afternoon service at the surgery will be postponed until a replacement for Maxine O'Brien has been found. **Action:** PPG to review Carer's coffee afternoon in June meeting.

GP Practice Surgery.

Article in Swindon Advert of a poll of GP practices in Swindon. OTS ranked 8 out of 26. Article can be found at <http://gp-patient.co.uk>. On the website it is possible to compare OTS with 2 other surgeries.



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Family and Friends test

Feedback was received from NHSE on the reasons why the Family and Friends test is necessary as a means of providing the patients with a vehicle for feedback on the service they receive. At the last meeting HS agreed to investigate other methods of collecting Family and Friends feedback. HS instructed the text reminder service to issue the test post appointment. This has been live for the last two weeks. To date there has been 300+ responses. This is a quick win-win for the Surgery.

Cancer Education Evening

Anne Kendall is running an event at GWH but is unable to offer her services for an education evening. Instead she has recommended Dr Khan/Dr Lowndes. HS is checking for dates with either of these consultants in May.

Practice Website.

Hope to have the website ready for review at April meeting.

OWLS

It has been agreed to re-launch the pilot. There is a new consultant lead (Dr Sarah White) on-board and the criteria has been relaxed as it was too strict. Anyone who is vulnerable can access the service. MC will be attending the meeting and new publicity will be produced.

Community Navigator

HS updated the PPG. The Community Navigator role has been extended for a further 12 months.

7. **PPG Forum (standing item)**

No meeting details since February

8. **Special Interest (standing item)**

Nothing this meeting.

9. **Accounts & Fundraising**

KT received the invoice for the medical equipment and passed the Coventry B. Society cheque to cover the cost of the medical equipment. Balance remaining now stands at £627.22

Dr Carson explained the benefits of the new equipment. **Action: HS** to ask Grace to write a paragraph on the equipment and how it is used.

10. **AOB**

Education Evenings. Due to potential delays in getting speakers for the Cancer Education Evening. Instead look for Dr Manchip in May. The facilities are available for 4th May 2016.

Action: HS to liaise with Dr Manchip



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11. Date of next meeting:

Next PPG meeting(s) will be:

14th April

Meeting closed at 19:50 hours



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Appendix A

Contact details for MP Robert Buckland QC's office

Andrew Timlett
Parliamentary Assistant to Robert Buckland QC MP
Member of Parliament for South Swindon

01793 533393
andrew.timlett@parliament.uk
29b Wood Street Swindon SN1 4AN

Useful Links

This is what the Clinical Commissioning Group does

<http://www.swindonccg.nhs.uk/what-we-do>

This is what Seqol do

<http://www.seqol.org/health>

<http://www.seqol.org/careandsupport>

This is a link to the community services consultation

<http://www.swindonccg.nhs.uk/provision-of-community-services>

This is a link to the work of HealthWatch

<http://youtu.be/IGc0-L2BIXQ>

[Link to the RCGP/NHSE/BMA GP Workforce Action Plan](#)

[List of the national awareness days \(months\)](#)