



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 12 November 2015 at 18:45 hours**

Attending:

(HS) Hayley Slatter – Practice Manager
(MC) Maurice Cleary – Chair
(CO) Chris Ockwell – Vice Chair
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(KT) Krystyna Tworek
(RF) Richard Fuller – Treasurer
(SB) Susan Bradford

Visitors:

MP Robert Buckland QC

Apologies from:

(RU) Ron Underwood
(KB) Karen Burgess
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
(TB) Terasa Beach
Dr Heaton/Dr Carson

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Guest visitor(s)
(MP Robert Buckland QC)
4. PPG Objectives
 - Questions for the Scrutiny Committee (17th December)
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
7. PPG Forum (standing item) – 8th December
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)
10. AOB



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11. Date of next meeting – 10th December

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the October meeting were discussed and agreed.

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

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

Action 1. Need set of minutes without DRAFT watermark. ES to send to HS for uploading

Action 2. Feedback from Nadine Watts re extra Scrutiny meeting. "I am waiting to hear back from colleagues about the best way to proceed: whether to ask questions at the next scrutiny meeting which is 17 December (not 15th as you said in your other email) or have a special meeting."

Action 3. CO confirmed some questions have been received. **Action: CO** to review the questions ahead of the 15th December meeting.

Action 4. Done.

Action 5. Done.

Action 6: Done. The PPG members wish to congratulate KB on the newsletter, which is very impressive.

Action 7: Done

Action 8: Website review. This is now a standing item

Action 9: Done

3. Guest Visitor – MP Robert Buckland QC.

The PPG were joined by MP Robert Buckland QC who came along to hear the views of the surgery with regards to recruitment, 10-point plan and the five year workforce plan from NHSE, RCGP and BMA. HS confirmed that OTS had asked the CCG if there were opportunities to deploy the GPs that they have from the Success Centres into the surgeries across the Swindon Locality. The Five year plan made mention of 'incentives' to keep GPs in practices; the PPG asked whether there was an option to use some of this money to promote Swindon i.e. run a marketing campaign/recruitment fair promoting the area.

Robert Buckland agreed the following actions:

Contact Nikki Holmes at NHSE re the deployment of the GPs from the Success Centres to the local GP surgeries.

Investigate the Incentives/funding/marketing opportunities to promote Swindon. (5year workforce plan)

Discuss the lack of surgeries with Peter Crouch, head of the Swindon CCG.

Action: ES to send Robert the contact details for Nikki Holmes, NHSE and to add his contact details to the minutes (See Appendix A).

The PPG thanked Robert for his time.



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Action: ES to invite Robert to return to the PPG meeting in December with an update on his actions.

4. **PPG Objectives**

ANNOUNCEMENT

The PPG were contacted recently with the news of Margaret Lay, who sadly passed away this week. (POST MEETING UPDATE – Funeral will be on Tuesday 24th November at Kingsdown Crematorium). A card has been sent from the PPG to Margaret's daughter Pauline Lancaster.

CHANGE OF TREASURER

Recently Richard confirmed his wish to relinquish the role of Treasurer. KT has agreed to take over the role on the committee. The PPG committee members confirmed the position change. KT had contacted the Coventry Building Society confirming the need for change to signatories and role changes.

5. **Complaints handling** (new item)

A suggestion has been received to the surgery. **Action: HS/CO/RU** to review the suggestion and report back at next meeting.

6. **Practice Manager's update** (standing item)

Website. HS has received feedback on the website. The feedback is mainly stating that the website contains loads of information but is not 'pretty'. The web developers have confirmed they can give the site a make-over. **Action: PPG** to research other surgery websites and provide some suggestions to HS before next meeting.

List closure. OTS met with NHSE who have confirmed that OTS can apply for an extension to the list closure, however, with the current improvements in recruiting locums and the number of appointments that can be met, the surgery have confirmed they will not be making an application to extend. OTS will remove the closure statement from the website and NHS Choices.

Donation. HS informed the PPG that a patient had sadly passed away recently. Les Smith of Les Smith Haulage. His family did not want flowers but asked people to make a donation to the OTS PPG. HS passed KT the cheques from the donators, which totalled £592.17.

With the new donation, the PPG account will have over £1300 in the bank. The surgery has been discussing buying valuable equipment in the surgery with the funds. The kit required would be a Mobile Spirometer, which costs £568 and a Children's pulse oxymeter, which costs £521. CO Proposed we buy the kit, KT seconded. Dr Heaton has approved the choice of equipment for the surgery.

Action: KT to bank the cheques.

Action: ES to confirm receipt of the cheques as per the wish in the letter accompanying the cheques.



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Action: ES to prepare an article for the PPG webpage

Action: HS/KB to put article on the latest Newsletter indicating that we intend to purchase the equipment. Once the equipment is on site, a further article can be published.

7. PPG Forum (standing item)

Next meeting of the PPG Forum is 8 December.

The PPG discussed the survey that Jo Osorio and Healthwatch are undertaking. CO confirmed that so far only three surgeries had agreed to take part; Hawthorn, Ashington and OTS. HS and others raised concerns that this survey is similar to the survey Healthwatch initiated at the beginning of the year, which Dr Heaton informed Healthwatch we had no wish to take part in. The PPG feel that CO will be swamped with work on behalf of the Healthwatch survey and that it all part and parcel of the Patient Insight project from the beginning of the year. It was agreed that if CO wished to continue supporting Healthwatch then that would be his choice.

8. Special Interest (standing item)

Nothing this meeting.

9. Accounts & Fundraising

KT will liaise with Coventry Building Society re change of signatories. KT has requested a copy of the AGM minutes, which will confirm the change in roles.

10. AOB

HS confirmed the ansaphone message has been updated.

KT updated everyone with news of an advert on the 22Bus. Eldene are holding an education evening with Dr Manchip. A poster advertising the event was on the bus. Eldene are using a local school for the venue. It is encouraging that other surgeries are organising education evenings too.

CO asked if possible to table an agenda item for December – NHS Choices.

11. Date of next meeting:

Next PPG meeting(s) will be:

10th December

Meeting closed at 20:06 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 \(months\)](#)