



Patient Participation Group

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

Attending:

(ML) Margaret Lay – Chair
(MC) Maurice Cleary – vice Chair
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan - Secretary
(CO) Chris Ockwell
(SB) Susan Bradford
(KB) Karen Burgess
(KT) Krystyna Tworek
(BB) Beryl Bowles
(TB) Terasa Beach

Apologies from:

Dr Heaton
(DB) David Bradford
(RF) Richard Fuller – Treasurer

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. PPG Objectives
 - Patients Survey feedback
 - Educational Evening
 - Job Matrix
 - Updated feedback report
4. Practice Manager's update (standing item)
5. PPG Forum (standing item)
6. Fundraising
7. AOB
8. Date of next meeting

Welcome and apologies

Apologies were given for the meeting.



Patient Participation Group

1. Minutes of the last meeting

Minutes of the last meeting were discussed and accepted as an account of the meeting.

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

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

Patients survey Interim report. Interim report available at the meeting for discussion (see agenda item 3).

Quote for individual chairs. It was agreed that the surgery would purchase four chairs with arms (quote of £73.44 each) to ensure that there are two in each reception. Once installed the chairs will have a sign above indicating which patients should use the chairs i.e. disabled, pregnant, elderly etc. The PPG will fund the purchase of the chairs from the PPG account.

Action: HS to order the chairs and inform ML/RF of total costs.

Action: ML/RF to issue cheque from the PPG account to fund the new furniture.

Action: KB to include update in the next Newsletter.

Action: TB to include details of the new chairs in the Exec Summary report (see Patient Survey feedback).

Job Matrix. The matrix was circulated and accepted.

Speakers for next Educational Evening. Covered in Agenda item 3.

Notice Boards. These have now been installed and updated.

Communication between GWH/OTS. Noted.

3. PPG Objectives

Patients Survey.

The group discussed the interim report and the feedback from the patient. Whilst there were negative points concerning the time to get an appointment and the waiting time in reception, it was agreed there were some positive messages from the patients. HS informed the PPG that the comments re reception staff and waiting time had been discussed at the Practice. Some patients ask for a specific doctor, which can add to the delay in getting an appointment with said doctor. It is also acknowledged that some patients require more than the allotted 10 minutes. From a patient's point of view, not being pressured during the appointment is valuable, however it causes a knock on effect with the sessions that follow. A suggestion was made that reception staff should inform waiting patients of any delays using whatever options are available to them. Options would be to use the LED display or a whiteboard in the reception area.

It was agreed that the PPG would produce a Summary Report, which would accompany the full report, and be shared with the patients. It was suggested that physical copies be available to read in reception and highlights to be included in the Newsletter.

The PPG agreed that the patient survey exercise was useful but that no further surveys need to be issued this year. The PPG also agreed to repeat the exercise for 2015/2016.

Action: TB to compose the Summary Report. **CO** to proof read.



Patient Participation Group

Educational Evening. Healthy Living (Exercise, Nutrition, Smoking, Alcohol). The PPG agreed a new format for the next Educational Evening, which allowed several speakers 15-20 mins slots to talk about their specialist subject i.e. Stress/Mental Health; Alcohol; Nutrition/Type2 Diabetes. The speakers will also be encouraged to provide handouts. HS will contact the relevant speakers for the next event, which should be w/c 13 April.

Action: HS to book speakers.

Action: ES to prepare posters / supporting documentation.

4. Practice Manager's update (standing item)

HS confirmed appointment of two new receptionists to the surgery.

Carers Coffee Afternoon. HS asked for support from the PPG with this service. MC met with Maxine O'Brien who is the GP co-ordinator. She is looking to recruit a patient from each practice to become a carer liaison. Training will be provided. The role would be to support the Carers Coffee meetings, liaise with Maxine, update the Carer's hub at the surgery. It is hoped that the Liaison staff would meet bi-monthly.

HS has sent mailshot to all registered carers to boost the attendance to the Coffee meetings.

SB/ML confirmed they would be happy to perform this task as a job share.

Action: HS to speak with Maxine to see if this is possible

Action: HS to speak to Maxine re potential interview with Swindon Advertiser to gain more publicity for the Carer's Coffee meetings/Carers Support groups.

Action: ES to ask Jo Osorio if possible to add to HealthWatch Newsletter

Action: BB to supply Roger Ogle's details to HS re newsletters.

5. PPG Forum (standing item)

No meeting announced at the time of the meeting.

Action: KT to contact HealthWatch for details on the next PPG Forum meeting.

6. Fundraising

Covered above. Funds will be drawn down from the PPG account to pay for the new chairs for reception.

7. AOB

No AOB at this meeting.

8. Date of next meeting:

Next PPG meeting(s) will be:

Thursday 12th March

Thursday 9th April (before next Educational Evening)

Apologies for the next meeting from ES/HS. KB to take minutes. HS to ensure member of the surgery attends in her absence.

Meeting closed at 20:05 hours