



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 14 May 2015 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(HS) Hayley Slatter – Practice Manager  
(MC) Maurice Cleary – vice Chair  
(ES) Elaine Sullivan - Secretary  
(KT) Krystyna Tworek  
(CO) Chris Ockwell  
(RU) Ron Underwood

**Apologies from:**

(TB) Terasa Beach  
(SB) Susan Bradford  
(KB) Karen Burgess  
(BB) Beryl Bowles  
(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
  - Educational Evening
    - Action updates
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.

**1. Minutes of the last meeting**

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

Item 7 (AOB). SB/ML went to induction course on Tuesday 12<sup>th</sup> May. They have agreed to look



#### Patient Participation Group

after the Carers section in the surgery and the coffee mornings/afternoons. Attendance is still poor; SB/ML will work out a plan at beginning of June to improve attendance and will visit nursing homes etc. that are connected to OTS. Carers Week is 2<sup>nd</sup> week in June (w/c 8<sup>th</sup> June). HS spoke to Clare re getting more leaflets from Maxine O'Brien. There will be a dedicated display to promote and provide focus on Carers.

MC made everyone aware that the Government have made a change to the definition of a carer. ML confirmed that SB/ML may attend Wroughton's Carer meeting and whilst there advise carers that the OTS provide Carer's support. Carers cross-surgery boundaries with regards to attending carer's meetings.

Re poor attendance. ES suggested that ML contact the Health Editor at Swindon Advertiser to highlight the support on offer and make people aware of Carer's Week (w/c 8<sup>th</sup> June). Perhaps ML/SB can be interviewed to explain their role as Carer Liaison Officers.

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

**Action:** ML to contact Craig at Swindon Advert re the Carer's week and generally raise awareness of the support on offer.

Item 5 – PPG Forum/Bob Buckland. The PPG discussed the possibility of inviting the newly elected MP to the surgery to provide an update on the GP recruitment issues that were highlighted at the PPG Forum in March's meeting. It was considered that perhaps MP Buckland should be invited to the PPG Forum, which is a wider audience and where the enquiry was generated in the first instance.

**Action:** ES to write to Jo Osorio at HealthWatch to see if an invitation could/might be extended to Bob Buckland for a future meeting. Whilst writing ES will ask for a schedule of meetings plus provide CO's email for inclusion on the HealthWatch mailing list.

HS mentioned that at the Borough-wide meeting, it was noted that Swindon is the third fastest growing town in South West, and besides Gloucester has the 2<sup>nd</sup> largest recruitment gap.

Representative from Wessex Local Medical Council (LMC) is taking the matter to the British Medical Association (BMA) and Royal College of General Practitioners (RCGP). The shortage could be attributed to medical students leaving after their 5 years to go abroad etc.

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

All actions are complete.

Action 5. Advertising on the Hospital Intranet. MC asked if HS would send a letter to thank them for including the Educational Evening on their Intranet. **Action:** HS to email 'Thank you' to Communications Manager.

Action 9. HS emailed Swindon Borough Council re Grass Roots funding. No update as yet.

## 3. PPG Objectives

Educational Evening. Healthy Living (Exercise, Nutrition, Smoking, Alcohol).

So far only six registrations. Reception staff are handing out forms. ML is speaking to the press and also Swindon 105.5. ES to remind HealthWatch to circulate on any newsletters etc. HS has/can provide posters for display in key areas. Suggestion to advertise in the new Morrison's Regent's Circus as they have a large notice board. HS to organise.



Patient Participation Group

Decision: PPG agreed to go ahead with the Educational Evening despite low registrations. All PPG members to be at surgery for 5:30 to set up. Roles are as per the Matrix.

**Action: ML** to liaise with Press/papers

**Action: ES** to email HealthWatch

**Action: HS** to get flowers for Ciara

#### 4. Practice Manager's update (standing item)

Online prescription/appointment service: HS commented that the registrations are progressing. There are a few 'user' issues, which are being addressed but so far very positive feedback from staff and patients to the new service. It is anticipated that the online appointments will be available from w/c 8<sup>th</sup> June. Everyone that has registered for the service will receive a notification informing him or her of when the online appointments will be available to use.

Community Navigators. CCG have commissioned navigators who will signpost patients in the hospital. They will have links to Occupational Health, Physiotherapists, Social Care, Support services and other links. This had been piloted previously in Priory Road (very deprived area). The Navigators will provide surgeries with a daily 'DASH' report showing what the surgery's patients have done/appointments missed/discharges etc. in relation to attendance at GWH. Community Navigators will be meeting the practices and will be in place in June. Hopefully the OTS navigator will be in the surgery 2/3 days a week and will be attached to the team. They do not have nursing experience, rather that have worked in the Community.

Notice board announcement re multiple appointments. Patients are no longer expected to discuss multiple issues when attending the surgery. All patients are asked to raise their concerns to the GP who will decide the medical urgency of the patient and priorities for the current appointment. If there are other issues, the patient will be asked to make another appointment. This has been introduced to assist the surgery in making sure appointments do not overrun, which affects the next patient(s) and causes some distress. With the introduction of the online appointment system, patients will be able to make multiple (but NOT consecutive) appointments if necessary.

#### 5. PPG Forum (standing item)

Sally Angel from North Swindon contacted HS re Menopause Evening. Other surgeries are looking to conduct similar evenings.

KT mentioned that one PPG did not conduct any fundraising as the surgery dismissed it. KT highlighted that OTS regularly fundraise. KT extended an invitation to the PPG OTS to other PPGs if they felt it would be beneficial.

CQC inspections. Some PPG members were interviewed but as PPG members not patients. There was no feedback discussed as patients.

As there are several new members on the OTS PPG, it has been agreed that all HealthWatch emails will be forwarded to the core PPG members as a matter of course. **Action: ES** to forward



Patient Participation Group

all HealthWatch emails to the PPG members.

Suggestion made to add a new page on the OTS website with details of the HealthWatch, meetings, links to meeting and an explanation of what they do.

**Action: HS** to see if possible to set up a new page for HealthWatch on OTS website. Also HS to ask if minutes of the PPG meetings could be in (newest) date order.

**Action: ES** to provide content for the page.

## 6. Fundraising

Funds now stand at £554.61 after the purchase of the chairs and a small £0.12 tax payment.

## 7. AOB

Magazines in the waiting room. HS mentioned they have been cleaned out recently. It was noted that some posters had been placed on the newly painted walls. HS confirmed PPG members should/have permission to remove these and refer them to Reception staff as no posters are to be placed on walls only on the Notice Boards, which were purchased for that purpose. HS will review the posters currently on the Boards and instruct MC which ones to remove/swap out.

Dementia Patients update. MC had a meeting with Grace. Dr Manchip's team (Kingsdown) will be holding Clinical Trials and wondered if any of the Alzheimer patients from OTS would consider being involved in Clinical Trials. HS advised this would be something for the GPs to discuss. MC handed out some posters for the Dementia Awareness event being held at the hospital. HS mentioned that the GPs did not receive any communications about this event from the Comms team.

It was recommended that the PPG explore subscriptions to national Health organisations to stay abreast of events and locally with the GWH. **Action: ES** to ask organisations if can be added to distribution lists for important events.

## 8. Date of next meeting:

Next PPG meeting(s) will be:

Educational Evening 27<sup>th</sup> May

Next PPG – 11<sup>th</sup> June

Meeting closed at 20:10 hours