



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 14 April 2016 at 18:45 hours**

**Attending:**

(HS) Hayley Slatter – Practice Manager  
(MC) Maurice Cleary – Chair  
(KT) Krystyna Tworek - Treasurer  
(ES) Elaine Sullivan – Secretary  
(KB) Karen Burgess  
(BB) Beryl Bowles  
(SB) Susan Bradford  
Dr Heaton

**Visitors:**

**Apologies from:**

(CO) Chris Ockwell – Vice Chair  
(CW) Chris Watts – Cllr/patient  
(NW) Nadine Watts – Cllr/patient  
(TB) Terasa Beach  
(RF) Richard Fuller  
Dr Maggie Carson  
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
  - Educational Evening (4<sup>th</sup> May)
  - New Practice website
  - 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



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11. Date of next meeting – 12<sup>th</sup> May

### **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 March meeting onto the PPG page on the surgery website.

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

Action 1. New Practice website so some minutes to be (re)uploaded.

Action 2. C/Fwd

Action 3. Done. HS to ask Grace to put the information on the website. The article in the Swindon Advertiser incorrectly suggested that the donation was from the Les Smith estate NOT from family and friends of the family. **Action:** ES to write to the son of Les Smith to highlight the inaccuracies of the paper article and send our apologies.

Action 4. Done

Action 5. Done

Action 6: Done

#### **3. Guest Visitor – n/a.**

#### **4. PPG Objectives**

Educational Evening – 4<sup>th</sup> May. Dr Manchip has requested a fee for the Evening; HS will ascertain how much. So far there has been 14 registrations confirmed. HS stated that 32 letters have been issued to carers this week, therefore suggest waiting before any further advertising. KT/ES confirmed not available on the night.

Jobs for the night.

Karen (& Terasa) – meet & greet and offer tombola tickets

Maurice – help set up room/drinks/feedback form on seats

to confirm (Richard) – sign posting

to confirm (Susan) – tombola help/drinks

Chris – help set up room/drinks/feedback forms on the chairs

All helpers to be at the surgery by 5:30pm. Donations are required ahead of the evening so they can be prepared ahead of the Evening. Volunteers are asked to help get the prizes ready for the tombola, this can be done ahead of the Evening.

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

None this meeting.

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

Practice Website. This is now live and all PPG members are asked to review the site and provide feedback to HS. HS mentioned there is no PPG area as yet set up but took suggestions as to its



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proposed location on the site.

Dr Nixon. New GP has started with the Surgery, he was senior Partner at Ashington House and will work at OTS for 2years. The surgery can now report they are only three (3) sessions short.

CCG Updates. HS attended a meeting with other surgeries on 14<sup>th</sup> April to discuss options for covering the GPs/surgeries in Swindon. The discussions were around 'federating and merging together of GP practices'. HS explained how this could be applied, which included sharing back office services between surgeries. The particular threat is to the single GP surgeries who have all the overhead of staff, Practice Managers etc at a time when the funding for GPs is dwindling.

Peter Crouch chair of CCG led on discussions on the GPs setting up a Co-operative, one benefit of which would be access to separate funding from the government. Other ideas to increase interest in attracting GPs to Swindon could be to share services i.e. PR department, incentives such as housing benefits (buying) and the opportunity to work towards specialisms such as offering minor surgery.

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

No meeting details since February

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

Nothing this meeting.

**9. Accounts & Fundraising**

No Update. KT asked if the surgery could pay for the speaker and then PPG will reimburse upon KT's return. KT to provide the float (£10) for the Educational Evening. HS has the money tin for use on the day.

**10. AOB**

OWLS. GWH are in the process of updating the posters. KT gave an update on a recent Owl experience where KT looked after a patient. This highlighted the value of this service. There are 33 supported housing in Swindon; 26 Practices. The Alzheimers Society have already referred a patient. **Action: MC** to provide 'This is me' leaflets to HS for inclusion in the Dementia packs.

Education Evenings. Cancer awareness or Breast Examinations. Suggestions for the next few Educational Evenings Miss Chowdhury would be available to discuss breast examination and bring along her dummies to demonstrate how to examine oneself correctly.

**11. Date of next meeting:**

Next PPG meeting(s) will be:

4<sup>th</sup> May (education evening)



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12<sup>th</sup> May (next PPG)

Meeting closed at 19:45 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](mailto: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 \(months\)](#)