



Patient Participation Group

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

Attending:

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

Apologies from:

(TB) Terasa Beach
(RF) Richard Fuller
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient

Visitors:

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
 - Recruitment campaign
 - Update on speakers availability for October educational evening
 - Invite for Robert Buckland
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
 - New staff updates
 - Newsletter
 - Flu Clinic
7. PPG Forum (standing item)
8. Special Interest (standing item)



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9. Accounts & Fundraising (standing item)
10. AOB
11. Date of next meeting – 11th August 2016

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the June meeting were discussed and agreed.

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

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

Action 1. Done (standing item)

Action 2. C/Fwd. HS to ask Grace to put the information re the new equipment on the website.

Action 3. Done. Miss Choudhury stated £200 for guest speaking

Action 4. Done

Action 5. Done (see AGM minutes)

Action 6. C/Fwd. Email has been prepared; flyer to be produced.

3. Guest Visitor – n/a.

4. PPG Objectives

Recruitment campaign. It was agreed that HS would contact the local schools to garner interest from young adults/school members to join the PPG. As per the action (6) above, the flyer to promote the PPG remains o/s.

Actions for the next Educational Evening. Potential dates are 5th or 12th October. It was agreed to split the activities as follows:

CO to handle radio advertising (105.5FM; Community Radio station)

ES to handle newspaper advertising (Evening Advertiser)

KT to handle HealthWatch

MC to handle GWH

Action: HS to circulate the confirmed date and also details of the speakers so ES can produce the press releases for the above activities.

Update from Robert Buckland. It was agreed that sufficient time had passed since the EU Referendum and that Robert Buckland be invited to the next PPG meeting.

Action: ES to send official invite to Robert Buckland MP

5. Complaints handling (new item)

CQC raised a 'complaint'. Inspector found a complaint from a patient who had made a complaint but did not leave their name.

MC mentioned to the Inspectors that the PPG would not respond to this as a clinical matter. HS added that the patient did not make a formal complaint (children's immunisation issues). At the



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time the patient wished to see the nurse re the child's immunisation there was no nurse available. This is very rare. Coverage is monitored on a regular basis. There are three nurses in place therefore coverage should not pose problems in the future.

MC mentioned the inspector talked about complaints re reception which related to 2014 and argued that these were resolved therefore no additional comments required.

CQC report is due 50 days after visit.

PPG Objectives. PPG members to review Patient Survey and CQC report re reception; identify progress and steps to change. Re Complaints process for the PPG. CO/ES/KT are the working group allocated to reviewing complaints (KB as back-up).

6. Practice Manager's update (standing item)

New Office Manager recruited (Lynn Garrand) to replace Jackie Weedon who has retired after 12 years service.

Flu Clinic. **Action: HS** to provide dates for the next Flu Clinic

CQC inspection. The Surgery received good noises/feedback from Dr Disney.

Initial feedback from the Inspection team highlighted three minor issues:-

- 1) Complaint
- 2) References (returner after long absence)
- 3) No flag for veterans on system

7. PPG Forum (standing item)

28th June meeting. Unfortunately there was no OTS attendee. Minutes are available. CO queried the lack of patient record access, which was a focus of the PPG Forum. HS mentioned there is a plan to migrate to hosted services, which requires fibre optic. Until this is done the surgery cannot be on patient access.

CO/KT have confirmed attendance at next meeting, which is 22nd August.

8. Special Interest (standing item)

MC mentioned 'side by side', which is something being offered by the Alzheimers Society. This provides support for early onset patients. New pilot. Meeting will be held w/c 8th July. MC will keep OTS/PPG updated. The service is aimed at the patient but may have benefits for carers. MC will see if can get representative to attend the PPG to explain the pilot. HS confirmed Friday lunchtimes at 1pm are best for the surgery.

Action: MC to get someone from the 'side by side' pilot to contact OTS to arrange a surgery visit to explain the purpose of the pilot and how it will work.

9. Accounts & Fundraising

Covered in AGM



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10. **AOB**

11. **Date of next meeting:**

Next PPG meeting(s) will be:

11th August

8th or 15th September

Meeting closed at 20:05 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
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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 \(months\)](#)