



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 15 October 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
(RU) Ron Underwood
(KB) Karen Burgess
(KT) Krystyna Tworek
(RF) Richard Fuller – Treasurer
(SB) Susan Bradford

Visitors:

Julie Freeth – Community Navigator

Apologies from:

(ML) Margaret Lay
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
(TB) Terasa Beach
Dr Heaton

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Guest visitor(s)
(Julie Freeth, Community Navigator)
4. PPG Objectives
 - Educational Evening – progress update
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
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 – 12th November

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the September meeting were discussed. ES was unable to access the PPG mailbox so the updates from HS had not been actioned. It was agreed that ES would update and share the FINAL version with HS to upload to the website.

Action: HS to upload a copy of the minutes of the September 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. C/Fwd. ES to email Nadine/Chris to see if an extra Scrutiny meeting will be held before next scheduled meeting in December.

Action 3. No responses to this action. C/Fwd **Action: PPG members** to review the RCGP/BMA/NHSE joint paper on General Practice Workforce Action Plan and each member to reply in the negative or positive to CO/HS/RU.

Action 4. CO/HS/RU to set questions for the Scrutiny Committee. – in progress. It was agreed to table a paper at the next meeting.

Action 5. Done.

Action 6: Done.

Action 7: HS has circulated the OTS contract to the PPG members (core). Done

3. Guest Visitor – Julie Freeth Community Navigator.

The PPG were joined by Julie Freeth, Community Navigator who came along to explain the role of the Community Navigator. Julie explained that originally it started as a pilot in the area focussing on working with the over 75s who had long term health conditions and to help them get support. The pilot was then extended to provide support for any age group who had a long term health condition and who were identified as needing support. Julie is attached to three surgeries in Swindon. These are Old Town Surgery, Phoenix Surgery, Toothill and Park Lane Surgery.

The Community Navigator can provide support for up to 12 weeks or sessions at the patient's home. The support can be as simple as providing details on who to go to (signposting) as well as goal setting and help in making positive changes such as weight loss, learning and community activities. The Community Navigators are not there to provide medical advice or support. Each Navigator aims to enable people to manage their own health care plan; they encourage patients to use more of the community resources available to them rather than the GPs and this can be done through signposting and raising awareness of the services on offer.

The Community Navigators are assigned to patients through referrals from GPs/Nurses only.

The Community Navigator is employed by the Swindon Borough Council and are monitored by



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the Clinical Commissioning Group re case loads and statistics.

Once the surgery makes the referral to the Community Navigator, Julie makes direct contact with the patient. Records are kept up to date with the meetings and action plans agreed. Old Town Surgery has integrated Julie into the team so the GPs can clearly see what and how the Community Navigator can help the patients. OTS is bar far the out-runner in using this service for its patients. So far OTS has made 5-6 referrals since September.

Julie mentioned that they have a Learning and Health Ambassador as part of the Community Navigator team.

The PPG thanked Julie for her presentation and time. There was a suggestion made that the PPG should try and raise more awareness of the service to patients through posters on the Notice Board. **Action: HS/Julie** to review literature and agree a poster campaign.

The PPG suggested there is an open invite to Julie to the regular meetings including attendance at the Educational Evenings. Julie accepted this proposal.

4. **PPG Objectives**

Educational Evening (progress).

The PPG only received 1 expression of interest. HS met with mums at a couple of Baby Clinics who stated that the timing of the meeting meant the parents would not be able to attend. The PPG agreed to cancel the event and communicate to the interested party with the decision confirming evening cancelled due to lack of interest.

The previously successful evenings all focussed on strong national issues. CO suggested we solicit views from the patients as to what they would like to see. **Action: ES** to produce a single sided questionnaire with a list of topics that patients would like to know more about. **Action: KB** to add details of the Community Navigator to the Newsletter.

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

No complaints to be reviewed by the sub-group.

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

Flu Clinic. There was no tombola or PPG activity at the last Flu Clinic. HS thanked those who attended and assisted with the process. A donation of £20 was given by Sidney Lay, which will be banked by KT.

Feedback from the patients and surgery staff was that the clinic process went smoother without any 'PPG activity' interrupting the flow of flu jabs. The Surgery managed 614 jabs within 3 hours, which is more than previous.

Newsletter – **Action: All PPG** members are asked to review the current version and provide feedback to KB/HS. Responses needed by 22/10 so can publish by 23/10.

Website. HS has added links to the website for the associated organisations such as SEQOL, Swindon CCG etc. KT has previously reviewed the website for accuracy/out of date information.



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Action: KT to review the website following the recent updates.

Recruitment matters.

HS/Dr Heaton met with NHSE and discussed plans for the future. NHSE were made aware of the securing of locums at the surgery, which has enabled the practice to offer more sessions than previous. To illustrate this HS confirmed that in August the surgery were only able to offer 35 sessions; each session is 16 appointments. This was during the time when Dr Heaton was on a/l and was the lowest point in terms of appointments. In October so far there have been 115 sessions offered. This has meant that the waiting time for an appointment has gone from 2-2 ½ weeks to a matter of days. HS confirmed the situation is looking more optimistic up to December. Dr Oldridge has returned this week from maternity leave.

7. PPG Forum (standing item)

Next meeting of the PPG Forum is 8 December.

Recently Jo Osorio provided some feedback on the OTS website. Action: CO to send thank you email to Healthwatch for their feedback. CO to also ask Healthwatch whether they have a list of 'national weeks' or a calendar of events, which can be published on the OTS website.

8. Special Interest (standing item)

Nothing this meeting.

9. Accounts & Fundraising

MC confirmed the accounts have now been sent to the accountant for sign-off.

10. AOB

11. Date of next meeting:

Next PPG meeting(s) will be:

12th November.

Meeting closed at 20:06 hours



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Appendix A

These links were provided by Healthwatch to Chris Ockwell and others.

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](#)