



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 16 June 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
(RF) Richard Fuller
(SB) Susan Bradford

Visitors:

Apologies from:

(CO) Chris Ockwell – Vice Chair
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
(BB) Beryl Bowles
(TB) Terasa Beach
Dr Heaton
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
 - Feedback to the Educational Evening (4th May)
 - Next evening suggestions (Breast examinations/Cancer awareness)
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
 - New practice website – feedback
 - Swindon CCG.NHSE update on GP Workforce plans
7. PPG Forum (standing item)
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)



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10. AOB

11. Date of next meeting – 14th July AGM

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the April meeting were discussed and agreed.

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

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

Action 1. Done (standing item)

Action 2. It was agreed to drop this action

Action 3. C/Fwd. HS to ask Grace to put the information re the new equipment on the website.

Action 4. Done

Action 5. MC confirmed the leaflets are charged to the GWH therefore recommendation that HS print off copies from website.

3. Guest Visitor – n/a.

4. PPG Objectives

Feedback re Educational Evening – 4th May. Very good feedback from the small numbers who attended the Educational Evening. 25 people attended in total; four from GWH and two Academy trainer leads from Trust. The PPG ran a tombola and made £25 towards the next fundraising initiative for the surgery.

Suggestions for next Educational Evening include cancer awareness and breast examinations. Potential dates are 5th or 12th October. This will allow for two pre-meets to organise the event.

Action: HS to contact Dr Khan/Dr Lowndes/Miss Chowdhury re availability on proposed dates.

5. Complaints handling (new item)

None this meeting.

6. Practice Manager's update (standing item)

Online System. HS informed the PPG that the practice is now on the national spine. Some patients have experienced difficulties where the previously unique login id may be in use with other patients already on the national spine. All patients are being asked to login to see if affected.

Community navigator. This post is being extended for two years, however OTS may not have a named navigator. Other surgeries are referring up to ten patients per week, which may be the rationale for not having Julie specifically allocated to OTS.



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New Practice Nurse. Amanda Pollitt joined the surgery on 8th June and will be working Wednesday, Thursday and Friday. She is also a Triage nurse, which will provide cover in house if Sue is absent.

The Office Manager, Jackie Weedon is retiring and a full handover is taking place.

NHSE/CCG Updates. HS stated that Bob Buckland has been in communication with both organisations with updates on what actions are being taken in Swindon re GP shortages. It was agreed to invite Bob to a later meeting after the EU referendum.

HS/KB have generated the next Bulletin for review.

Action: PPG members to review content and feedback to HS.

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

CO issued an email following the last meeting with key points. The salient points are included here for reference:

The PPG Forum discussed the various surveys that are being undertaken nationally, locally i.e. National GP survey, NHS Choices, Family & friends and Surgery web sites. The focus was on getting the most from the data collected. KT noted that the Family and Friends questionnaire has recently been revised at the hospital; a blank copy has been passed to HS.

All PPGs were asked to undertake the "One you – how are you" quiz. Link [here](#)

The " Accessible Information Standard" and the requirement for surgeries, pharmacies etc. was discussed. Each surgery must have such arrangements in place by July'16

PPG awareness week was mentioned, which is 6-11 June. KT commented that unless your PPG is a member of NAPP, this information would not be known. Sue Carvell from the NHS Swindon CCG stated that she will in future publish any relevant info (like the Awareness Week) in the CCG newsletter which they send out to Practice Managers.

On-Line Booking" – JO confirmed all surgeries are required to have system in place by April '16 - not just for appointments & prescriptions - but on the national spine to allow GP records to be easily accessible to health professionals.

The Care Forum is the body that has the contract to manage the Health Watch operation in Swindon. They are now looking for volunteers as "champions", " HW representatives" & "advisory committee members". Volunteers can contact Jo Osorio.

Next PPG Forum meeting is 28th June. ES will review options to attend if work permits. POST MEETING. KT has confirmed attendance with JO.



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Next CCG meeting is the AGM, which is on 15th July at the Pilgrim Centre.

8. Special Interest (standing item)

HS updated PPG on the activity re Carer's week (6-10th June). Posters were on display, however there was a lack of engagement from the Carer's Swindon/GWH. MC mentioned the GWH received lots of publicity and promotional items (pens etc.). Diane Barkham is the main contact at GWH. It may be worth contacting her re lack of engagement across the surgeries to Carer's week.

9. Accounts & Fundraising

KT confirmed monies from the last Educational Evening have now been banked. Statement shows interest of £0.75 received. Cheque made to cover Dr Manchip's talk and donation from tombola means the current balance is £602.82. It was agreed that HS would liaise with the GPs to see if there are further opportunities within the surgery to make purchases of equipment, chairs or other facilities which would benefit the patients. As the AGM is approaching KT/MC/HS were reminded of the need to provide their reports for the AGM meeting.

Action: KT to prepare a Treasurer's report

Action: MC to prepare a Chairperson's report

Action: HS to prepare a Practice Manager's report

10. AOB

Carer's coffee – previously it was agreed to drop these sessions due to poor attendance and to review again in June. This is C/Fwd.

Chair. MC requested that he stands down in the near future, however will remain in post until a replacement can be found. CO as vice-chair is to be consulted as to whether he would wish to take over as Chair.

Need new members to supplement the core committee/main PPG members.

Action: HS/ES/KB to prepare a flyer for promoting the PPG/recruitment campaign.

OWLS. MC stated that the OWLS service can accept referrals. There is a local Swindon number 604046 where you can leave a message and someone will ring back. They use a simple 5/6 questions to signpost. There has been no publicity recently due to corporate priorities. Referrals are accepted from Alzheimers groups; Community Navigators; PALS. There are 13 volunteers manning the service; feedback is very good so far. There is a call out for more volunteers to keep this vital service going.

11. Date of next meeting:

Next PPG meeting(s) will be:



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14th July (AGM)

11th or 18th August

8th or 15th September

Meeting closed at 19:55 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
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 \(months\)](#)