

**Old Town Surgery**  
**Practice Participation Group**  
Meeting 21 February 2013 18:45

**Attending:**

(MH) Michele Hayes – Chair  
(ML) Margaret Lay – Vice Chair  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(RF) Richard Fuller – Treasurer  
(KT) Krystyna Tworek  
Dr Maggie Carson

Apologies from:

(BB) Beryl Bowles  
Dr Heaton  
Dr Ben Basterfield  
(VC) Vivien Craig  
(CH) Claire Higlett  
(AF) Audrey Fry

**Agenda**

1. Minutes of the last meeting
2. Review find-raising copy for the website
3. Open Evening – April 24<sup>th</sup>
4. PPG Bank account - update
5. Review of the OTS website/PPG section/Triage nurse
6. New members
7. AOB
8. Date of next meeting

**Welcome**

Apologies were given for the meeting.

**1. Minutes of the last meeting.**

Minutes of the last meeting were agreed as an accurate reflection of the last meeting with notes on amendments (misspelling of Beryl's surname).

**Updates on minutes:**

PPG Forum: RF and HS updated the group on the notes from the last PPG Forum meeting which was held on 6 February. Items of note were:

New organisational structure from April. A flowchart showing the new organisational structure was circulated at the forum for dissemination to all PPGs. The flowchart shows the relationship between PPGs and the new Clinical

Commissioning Groups (CCGs), which take over from the Primary Care Trusts, plus Healthwatch, which will replace LINK from April 2013. The structure shows that the PPGs will form part of the patient feedback/engagement flow between the Healthwatch and the PPG forum.

The PPG forum were given a presentation by David Berry, PPG Chair of Ashington Surgery on a proposal for an Inclement Weather Mutual Assistance Scheme. The idea behind the scheme being that other practice staff may be able to provide assistance to surgeries who would not be able to open due to the weather conditions.

The PPG discussed this and agreed to develop an Inclement Weather policy.

HS gave feedback which had been noted on twitter from an OTS patient. This feedback stated that whilst it was difficult to get a GP appointment, the Triage nurse was very helpful.

**ACTION:** ES to prepare first draft of an Inclement Weather policy for consideration. Deadline – next meeting

**ACTION:** HS to ad testimonial re Triage nurse to website to promote the service

**ACTION:** ML and HS to attend next meeting of the PPG forum. Date 20 March

Dr Manchip – Open Evening. HS has confirmed that Dr Manchip is available on 24 April. It will be necessary to pay for his time £90, which is slightly more than current funds. HS to discuss funding the difference with the partners. HS has negotiated the use of the room upstairs which will hold 50-60 people. The presentation would start from 18:30 and volunteers from the PPG are required to assist with the event.

**ACTION:** HS to contact Swindon Carers, various press/radio contacts for deadlines on press releases and copy. [Swindon Advert; Star, Wiltshire Sound etc.]

**ACTION:** ES to draft press releases, brief for the evening, website copy, registration forms. Copy needed by end of February/beg of March.

## **2. Review fundraising copy for website.**

ES provided copy for review. PPG fed back comments which need to be incorporated and re-circulated to HS for website.

**ACTION:** ES to update website copy.

## **3. Open evening – April 24th**

This was covered in the minutes.

## **4. PPG Bank account - update**

RF & ML had undertaken initial research into suitable bank accounts/building society schemes for the PPG funds. It was agreed that Nationwide BS should be used for the PPG funds. It may be necessary for the PPG to provide paperwork to support the application i.e. TOR, constitution etc.

**ACTION:** RF/ML to set up new account and report back.

#### **5. Review of Old Town Surgery website / Triage nurse / PPG section**

This was covered in item 2. HS updated the link on the Triage nurse section.

#### **6. New members**

HS updated the PPG with the new members who wish to join the group. These are Clare, Jo and Tony. At the moment, neither of them are able to attend, however they will be added to the distribution list and encouraged to attend future meetings where possible.

One new member is unable to attend the meetings as they fall on a Thursday. The group discussed a change of days, but it was agreed to stay with Thursdays for the time being.

#### **7. AOB**

Appointment of new Chair. MH informed all members that she would need to stand down as Chair due to ill-health and moving to Northampton. ML was asked if she would be prepared to take over as Chair. This was voted and HS proposed; ES seconded. Vote carried. There will now be a vacancy for Vice chair which will be discussed and recruited to at a latter meeting. Expressions of interest are required from members of the group.

NHS 111 – HS informed the group of this new service which will replace NHS Direct in March. There is a soft launch at the moment with a public launch on 19 March 2013.

**ACTION:** HS to circulate the PM pack when possible.

Fire regulations. ML advised that as a group we need to be aware of the fire regulations in the surgery.

**ACTION:** HS to ensure that the PPG are aware of the fire regulations.

A vote of thanks was offered to the outgoing Chair for her time and support with the group. MH will continue on the PPG as a virtual member.

Date of next meeting:

It was proposed that the next meeting be held on 21 March 2013 at 18:45