

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

Attending:

(ML) Margaret Lay – Chair
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary
(RF) Richard Fuller – Treasurer
(KT) Krystyna Tworek
Dr Ben Basterfield
Terasa Beach (new member)

Apologies from:

(BB) Beryl Bowles
Dr Heaton
Dr Maggie Carson
(CH) Claire Higlett
(AF) Audrey Fry

Virtual member

(MH) Michele Hayes

Agenda

1. Minutes of the last meeting
2. Open Evening – April 24th
3. PPG forum (LINK) meeting – 20/03/13
4. PPG Bank account - update
5. Inclement weather policy
6. Review of the OTS website/PPG section/Triage nurse
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.

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

2. Open Evening – Wednesday 24 April

HS has confirmed that the surgery were prepared to fund 50% of the fee for Dr Manchip with the PPG funding the rest from the PPG funds.

The press release had been approved by Dr Heaton and will be circulated to Wiltshire Sound, various other press contacts, Swindon Carers etc. as agreed. HS had a meeting with Maxine O'Brien from Swindon Carers. Carer's register included majority of those on the surgery register plus extras. Both Carers and surgery registers of dementia patients will be targeted to attend the Open Evening.

ML suggested that flyers/poster be placed in local pharmacy windows. Surgery has copies of the 'Save the date' flyers available to patients. Registration form is available to be posted or emailed from reception. List of attendees will be compiled; numbers are limited due to room capacity (50-60)

Organisation on the night. All volunteers to attend from 5:30. Room is available all day. Members were assigned jobs as follows:

TB – refreshments

HS – housekeeping

ML – speech on PPG (incl fund-raising)

RF – meet and greet

ES – meet and greet, promote PPG

As this will be used as a fund-raising event so monies can be accumulated for future open evenings, all donations are welcome for the tombola which will be drawn on the night.

ACTION: HS to update Press release and Save the date flyer for onward circulation.

ACTION: ES to prepare plan for the evening.

3. PPG forum (LINK) meeting 20/03/13 – HS/ML update

HS & ML attended the recent forum meeting. Topics for discussion were about the NHS 111 service which has been delayed in its national rollout. It will eventually replace the NHS Direct service and the local Out of Hours contract. OTS Out of Hours contract is still available. In the meantime NHS 111 will be available as an advice line.

LINK will be replaced by HealthWatch from April, but Jo Osario and other LINK members unclear whether they will be in the new structure or not. Jo has developed a new TOR for the PPG forum. Barbara Perchand is currently responsible for the secretariat for the forum, but will not be continuing this role following the change in structure. Robin, new Comms lead from Swindon Clinical Commissioning Group (CCG) was in attendance. Unclear whether support will be forthcoming from the CCG.

4. PPG bank account RF/ML update

It was agreed that Nationwide BS should be used for the PPG funds. It will be necessary for the PPG to provide paperwork to support the application i.e. TOR, constitution etc. Initially RF/ML to manage the process with ES visiting the Nationwide at a later stage with ID etc to be added as the third signatory. All signatories will need to supply proof of ID. Nationwide will issue a passbook, and when funds are required to be drawn out, will issue a bank cheque on request. ES asked whether online account management was also available instead of paper statements etc. RF/ML to investigate

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

5. Inclement weather policy – Draft for review

Copy of the initial draft circulated for comments. Need to add list of volunteers and include the basic tasks they may be asked to perform.

ACTION: ES/HS to review policy

6. Review of Old Town Surgery website / Triage nurse / PPG section

Dementia notice on Website. Surgery is also looking at generating awareness of the unnecessary use of A&E whilst promoting the services of the Triage nurse and other practice facilities.

7. AOB

Carers Week June 10 - 15. HS confirmed that a coffee morning will be held on June 10th at the surgery. OTS is a carer-accredited practice.

Bus 22. Swindon Borough Council to stop subsidy of the bus service. HS to speak with bus company/make some enquiries.

ACTION: HS to contact bus company re No. 22 bus.

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