



**Old Town Surgery
Patient Participation Group
Meeting 6 February 2014 @ 18:45 hrs**

Attending:

(ML) Margaret Lay – Chair
(MC) Maurice Cleary – vice Chair
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(KT) Krystyna Tworek
(TW) Terry Wollen

Apologies from:

(RF) Richard Fuller – Treasurer
Dr Basterfield
Karen Burgess (new member)

Guest attendees:

(SB) Stephanie Burrows (Eldene PPG)
(BB) Brian Burrows (Eldene PPG)

Virtual/non attending membership
(email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Practice Manager's Update (standing item)
4. Educational Evening (standing item)
5. PPG Forum (standing item)
6. Fundraising
7. AOB
8. Date of next meeting

Welcome and apologies

Apologies were given for the meeting. One of our newest members, Terry Wollen joined us for his first PPG meeting. Welcome Terry, we hope it won't be your last.

1. Minutes of the last meeting.

Minutes of the last meeting were agreed and taken as an accurate copy of the meeting.

ACTION: HS to upload a copy onto the PPG page on the surgery website.



2. Actions from the last meeting

Dementia screening tool. Cantab mobile have put HS in contact with the GP surgery, which currently uses the dementia screening software. HS has also spoken to Swindon Clinical Commissioning Group (CCG) Commissioning Manager, Paul Bearman (PB) with regards to the option of the CCG purchasing the software, which we have been informed is £1200 or £100 per month. PB has advised the surgery to present a business case requesting financial support from the CCG.

OTS is part of the Swindon locality with 13 other surgeries. The business case should cover the purchase of the software for all the locality's surgeries. In the meantime, PB has been given the details of the Practice Manager from the Reading Surgery, whose surgery is using Cantab.

Newsletter. HS updated the newsletter with details of the Summary Care Record (SCR) and what patients should do if they wish to opt-out of sharing their patient information. KT reviewed the newsletter and comments noted. An updated version to be circulated to patients in February.

Hearing loop. HS confirmed that tester used by the GWH visited the surgery and performed the Hearing Loop test. This will be scheduled again in 12 months' time. The PPG and Old Town Surgery would like to thank the GWH for allowing their tester to undertake this for the surgery. MC to pass on our thanks to Carol Orrow, who arranged this.

Progress report on PPG fundraising. ES prepared a letter to be sent to all contributors, which provided an update on the current situation with regards to fundraising etc. Letter was reviewed and a few amendments suggested, following the announcement of the April date for the next Educational Evening. ES to revise and email to current contributors.

Fundraising. ML attended the last Carers' Coffee morning and raised a further £5.50 towards the PPG fundraising. ML was provided with a letter of thanks for Stuart, which was approved by the PPG at the last meeting. OTS is the pilot surgery for all the surgeries in Old Town. It is hoped that the Carers' Coffee mornings take off, however there may need to be an increase in publicity. SB advised that she would circulate the dates and times to any known carers etc. at Eldene.

ACTION: ES to update the Spring 2014 newsletter before next meeting.

ACTION: ES to update the progress report to be sent to the contributors on the current state of play re fundraising. Once revised, HS to upload onto website.

ACTION: ES to email progress report to contributors.

ACTION: ES to email the virtual membership for permission to post the membership online (PPG page of OTS website)

3. Practice Manager's Update

HS confirmed that Dr Papenfus has joined the surgery to cover Dr Carson's maternity leave. Details are included in the newsletter. There is an advert in the BMJ for



another GP. Dr Basterfield is due to leave in June 2014. Updates to be provided at future meetings.

Marlborough Road surgery will be closing. Current patient numbers are approx 2000. Old Town Surgery is at maximum capacity and a request will be sent to NHS England for the surgery to close its list for six months, which should allow the surgery to build up the surgery staffing levels etc. The ratio of patients to GPs is 1500 (FTE) to every GP. OTS' patient numbers are approx. 9000. OTS have written to local surgeries to advise them of the request to NHS England to close their list. OTS asked the PPG for their approval to close the list. The PPG members agreed to the request.

Summary Care Record (SCR). HS attended a conference in Birmingham recently, presented by Health & Social Care Information Centre (HSCIC). Various concerns have been raised about the uploading and sharing of personal identifiable data (PID), which will be uploaded as part of GPES (patient extraction service). HSCIC confirmed that only NHS organisations will have accessed to PID. All outside organisations will receive anonymised data. The latest newsletter talks about 'opting out' which can be done. HS circulated factsheets to the PPG, which included the 'opt-out' form. This is also on the OTS website.

4. Educational Evening (Open Evening standing item - RENAMED)

Diabetes Educational Evening. DATE CONFIRMED. Wednesday 23rd April. In attendance on the night will be Dr Vladimir Vaks, the Diabetes and Endocrinology consultant, Dr Jon Freeman, Clinical Psychologist with the Avon and Wiltshire Mental Health Partnership NHS Trust, who has runs a course on "Managing your Type 2 Diabetes" which deals with the psychology of having Type 2 diabetes, and Louise Wright, Community Diabetes Specialist Nurse for The Swindon Community Diabetes Service (SCDS).

HS has secured the large meeting room on the top floor. The speakers will be invited to submit slides/presentation material two weeks before the event so this can be available to use on the night. Meet and greet will be conducted on the ground floor.

HS mentioned that one of the reps has offered to support the Educational Evenings with financial support. In principle the PPG would welcome financial support, however, if it is not acceptable to the speakers etc. this may pose a problem.



HS to ascertain what cost (if any) will be required by the speakers for the Educational Evening.

MC has supplied a few sample leaflets for HS to order, which would support the Type2 diabetes talk. HS to check before ordering in case any costs are incurred for volume orders.

As with other events, a rota will be drawn up with each PPG member expected to take on various roles and responsibilities to make sure the evening is a success.

ML and HS have now strong links with the press and radio within Swindon. KT will be able to put up posters at various locations (8 posters needed).

ACTION: ES to prepare the press release for all advertising (Radio/Press)

ACTION: ML to liaise with Swindon Advertiser and to investigate sponsorship options

ACTION: HS to liaise with Swindon FM 105.5

ACTION: HS to check with Dr Vaks re expenses for the Evening

ACTION: ES to use the promo photos from Stuart to make posters for the event

ACTION: ES to circulate the rota

ACTION: ES to create the feedback form for the event

ACTION: ES to ask JO if event can be advertised in the HealthWatch newsletter.

Women's health Educational Evening

This needs to be updated with proposed seasons (Autumn/Winter). It can then be circulated via reception and to as many female patients as possible.

Calendar of events

This action is now complete. MC provided HS with a list of the Public meetings at GWH, which will be listed on the surgery website with details of the Educational Evenings.

ACTION: ES to update the questionnaire and recirculate before next meeting.

5. HealthWatch PPG Forum (standing item)

JO has emailed members with the date of the next meeting, which is February 19th. So far no OTS PPG members can make it, however ML, HS and ES are possible attendees.

ACTION: ES to email JO with apologies or details of attendees.

6. Fundraising

Donations are welcome for the Educational Evening in April. A tombola will be organized. The next Carers' Coffee Morning will be on 3rd March 2014 between 10-12 noon.

7. AOB.

KT discussed the machines that some surgeries have which check patients' height,



weight, blood pressure and BMI. Have OTS surgery considered one of these machines? HS updated the PPG with the various options for the machines. They cost £50k approx. but can be leased. OTS is not keen on introducing the machines as they are unreliable and the machines are updated too often. Patients and GPs would lose faith in them after a short time. Instead the OTS is looking to introduce a Patient Check-in service to work alongside the manned reception to help patients check in. This was agreed at the Practice meeting and should be introduced later in 2014.

8. Date of next meeting:

Next PPG meeting will be Thursday 13 March 2014 at 18:45 hrs.

Meeting closed at 20:25 hrs