

Old Town Surgery
Practice Participation Group
Meeting 10 January 2013 18:45

Attending:

(ML) Margaret Lay – Vice Chair
(ES) Elaine Sullivan – Secretary
(RF) Richard Fuller – Treasurer
(KT) Krystyna Tworek
(BB) Beryl Bowes
Dr Ben Basterfield – Practice GP
Carmela Harris – Finance manager

Apologies from:

(HS) Hayley Slatter – Practice Manager
(AF) Audrey Fry
(GP) Gillian Pearce
(MH) Michele Hayes – Chair
Dr Maggie Carson
Dr Heaton
(VC) Vivien Craig
(CH) Claire Higlett

Agenda

1. Minutes of the last meeting
2. PPG Forum (LINK) meeting – 28/11/12 (KT Update)
3. Open Evenings/Dr Manchip
4. OTS website & triage nurse – update
5. Fund-raising update (ALL PPG members)
6. AOB
7. Date of next meeting

Welcome

Vice chair welcomed members to the meeting. Carmela was attending on behalf of Hayley who couldn't be at the meeting.

1. Minutes of the last meeting.

Minutes of the last meeting were agreed as an accurate reflection of the last meeting.

Carmela updated PPG members on the latest re toys for the surgery following new infection control policies from CQC. It was recommended that the surgery do not buy toys but use the monies collected towards another project for the surgery. Concerns were raised over making sure the surgery patients were aware that monies raised will go to a good cause, not toys as previously stated. It was agreed that a statement was needed to explain this on the surgery website.

ACTION: ES to prepare something for the OTS PPG website page confirming what we are collecting for. Deadline – next meeting

Carmela passed details on bank accounts to RF as treasurer to establish an official PPG account.

ACTION: RF and ML to open new bank account for the OTS PPG.

2. PPG Forum (LINK) meeting – 28 November

KT provided an update of the meeting. Confirmation was given by speaker that the PPGs are only funded by the Dept of Health for 2 years (Direct Enhanced Services – DES).

Homeground surgery use the TV in their waiting room for regular events, updates and announcements. Recommendation that other PPGs use this feature if available. OTS PPG confirmed this was the case for the flu clinic.

Next meeting – 6 February 2013. KT unable to attend. RF to attend; possibly ML

ACTION: RF to attend next PPG Forum meeting 6 Feb 11 – 1pm Watt Tyler House.

3. Open evening / Dr Manchip

HS has been in touch with Dr Manchip's secretary. They have asked the PPG for possible dates. Comments from the members suggested that Friday afternoons would be an option; several GPs could be in attendance. If in the evening, concern was raised over transportation/bus availability.

ACTION: KT to research the bus times for surgery area. HS to check Dr Manchip's availability for Friday afternoons, plus establish whether any charge for his time. OTS to consider which dates would be suitable.

4. OTS website & Triage nurse

HS confirmed that website available for review. There is an issue with the link to the online survey.

Action: HS to contact developer re hyperlink to survey on website, or passed contact details to ES. PPG to review the website and particularly the Triage section.

5. AOB

PPG members need to sign in when attending meetings. This is an H&S requirement.

6. Date of next meeting:

Next meeting of the PPG will be Thursday 21 February. BB gave her apologies for the next meeting in advance

ACTIONS POST MEETING

KT has provided details of the bus timetable for route 22, which covers the surgery area. These are provided in Appendix A.

We have received a draft agenda for the PPG Forum (LINK) meeting on 6 February. This is attached at Appendix B for information.

APPENDIX A

TT Operated by Thamesdown Transport.

Most journeys operated under contract to Swindon Borough Council.

FLEMING WAY - OLD TOWN - OKUS - W SWINDON CENTRE

22

ROUTE DETAILS: 22 From FLEMING WAY via Princes Street, Clarence Street, Victoria Road, Devizes Road, Springfield Road, Westlecot Road, Goddard Avenue, Okus Road, Kingshill Road, Wootton Bassett Road, Mannington Lane, Westlea Drive, Rivenhall Road, Corton Crescent and Link Avenue to LINK CENTRE

Mondays to Fridays (except Public Holidays)

Schedule commences 07 January 2013

Operator Code	TT	TT	TT	TT	TT	TT	TT	TT	TT	TT	TT
Service No	22	22	22	22	22	22	22	22	22	22	22
FLEMING WAY [W]	0905	1005	1105	1205	1305	1405	1505	1605	1705	1805	2030
Old Town (Prospect)	0909	1009	1109	1209	1309	1409	1509	1609	1709	1809	2034
Okus (St. Helen's View)	0918	1018	1118	1218	1318	1418	1518	1618	1718	1818	2043
LINK CENTRE [E]	0930	1030	1130	1230	1330	1430	1530	1630	1730	1830

W SWINDON CENTRE - OKUS - OLD TOWN - FLEMING WAY

22

ROUTE DETAILS: 22 From LINK CENTRE via Link Avenue, Corton Crescent, Rivenhall Road, Westlea Drive, Mannington Lane, Wootton Bassett Road, Kingshill Road, Okus Road, Goddard Avenue, Westlecot Road, Springfield Road, Devizes Road, Victoria Road, Regent Circus, Princes Street, Corporation Street, Manchester Road and Milford Street to FLEMING WAY

Mondays to Fridays (except Public Holidays)

Schedule commences 07 January 2013

Operator Code	TT	TT	TT	TT	TT	TT	TT	TT	TT	TT	TT	TT
Service No	22	22	22	22	22	22	22	22	22	22	22	22
LINK CENTRE [F]	0725	0826	0933	1033	1133	1233	1333	1433	1533	1633	1733
Okus (St. Helen's View)	0739	0841	0945	1045	1145	1245	1345	1445	1545	1645	1745	2045
Old Town (Prospect)	0748	0853	0954	1054	1154	1254	1354	1454	1554	1654	1754	2054
FLEMING WAY [W]	0753	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	2100

FLEMING WAY - OLD TOWN - OKUS - W SWINDON CENTRE

22

ROUTE DETAILS: From FLEMING WAY via Princes Street, Clarence Street, Victoria Road, Devizes Road, Springfield Road, Westlecot Road, Goddard Avenue, Okus Road, Kingshill Road, Wootton Bassett Road, Mannington Lane, Westlea Drive, Rivenhall Road, Corton Crescent and Link Avenue to LINK CENTRE

Saturdays

Schedule commences 12 January 2013

Operator Code	TT	TT			TT		TT	TT
Service No	22	22			22		22	22
FLEMING WAY [W]	0905	1005	then	at	05		1605	1705
Old Town (Prospect)	0909	1009	these	mins	09	until	1609	1709
Okus (St. Helen's View)	0918	1018	past	each	18		1618	1718
LINK CENTRE [E]	0930	1030	hour		30		1630	1730

W SWINDON CENTRE - OKUS - OLD TOWN - FLEMING WAY

22

ROUTE DETAILS: From LINK CENTRE via Link Avenue, Corton Crescent, Rivenhall Road, Westlea Drive, Mannington Lane, Wootton Bassett Road, Kingshill Road, Okus Road, Goddard Avenue, Westlecot Road, Springfield Road, Devizes Road, Victoria Road, Regent Circus, Princes Street, Corporation Street, Manchester Road and Milford Street to FLEMING WAY

Saturdays

Schedule commences 12 January 2013

Operator Code	TT	TT			TT		TT	TT
Service No	22	22			22		22	22
LINK CENTRE [F]	0833	0933	then	at	33		1533	1633
Okus (St. Helen's View)	0845	0945	these	mins	45	until	1545	1645
Old Town (Prospect)	0854	0954	past	each	54		1554	1654
FLEMING WAY [W]	0900	1000	hour		00		1600	1700

APPENDIX B

To - All interested in the Swindon PPG Forum

Cc: John Reason @NHS Swindon

1. This is a reminder that the next meeting of the patient participation group forum will be held at 11am on Wednesday 6 February. We are using a meeting room in Wat Tyler House, Beckhampton Street (the office block behind the Civic Building variously known as Swindon Direct or the One Stop Shop and signposted "customer services"). Please sign in at the reception desk where I will meet you.
2. Four practice managers have so far said they are able to join us – I hope others may also find the time.
3. After some quick introductions, this is a suggestion for our agenda – it should keep us busy for a couple of hours:
 - Getting people involved in your patient group: what works best; what is/is not "representation"
 - how do you communicate with patients; how do you distribute your newsletter (do you have one?): what works best
 - as practice managers what involvement do you most value from patients
 - how do clinical (and other) staff in the practice view/relate to the patient group – what works, what doesn't
 - what progress with patient surveys this year
 - what learning from last year/previous years' surveys
 - what do practices get out of the survey
 - what is the value of a virtual patient group (who has one?)
 - practice managers meet together regularly/from time to time. How will this continue when the PCT ends on 28 March

Thinking about **this organisation chart** showing the new NHS structure:

- how patient groups can get effectively involved in wider health/care issues beyond the individual practice and primary care – for example the planned engagement work of the Clinical Commissioning Group and secondary care; for example the activities of the local team of the NHS Commissioning Board and primary care and specialised commissioning (have a look at **this link**)
4. Attached are the notes from our meeting on 28 November [DN. Already distributed to OTS PPG]