



Old Town Surgery
Patient Participation Group
Meeting 12 December @ 18:45

Attending:

(ML) Margaret Lay – Chair
(RF) Richard Fuller – Treasurer
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(KT) Krystyna Tworek
(MC) Maurice Cleary
Dr Heaton

Guest attendee:

(JO) Jo Osorio – HealthWatch England

Apologies from:

Karen Burgess (new member)
Val Groves (new member)
Terry & Sheila Wollen (new member)
Stephanie Burrows (Eldene PPG)

Virtual membership

(email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Practice Manager's Update (standing item)
4. Open Evening (standing item)
5. PPG Forum (standing item) – update from 20 November meeting
6. Christmas tombola/fundraising
7. AOB
8. Date of next meeting

Welcome and apologies

Apologies were given for the meeting. The Chair kindly brought along festive food for the meeting. Thanks were noted from the attendees. ML mentioned that she had been approached by Stephanie Burrows, Eldene PPG member who asked whether ML



could attend the Eldene PPG team meeting to give advice on how to set up an effective PPG. Recommendation that ML does not attend. If members of Eldene wishes to attend one of the OTS PPG meetings, they would be very welcome.

1. Minutes of the last meeting.

Minutes of the last meeting were reviewed and corrections identified.

ACTION: ES to update the minutes and circulate to HS for inclusion on PPG page

2. Actions from the last meeting

PPG visit to a GP surgery running Cantab mobile dementia screening. HS has ascertained that the only GP practice nearby is in Reading. HS agreed to communicate with the practice manager there and get feedback from the GPs at the surgery and their patients.

Discussions concerning the product were raised at the Service Redesign meeting on 18 November. It was confirmed that the software would pick up 'memory problems', which were not necessarily signs of early onset dementia, but would cause a referral to the GP in 12 months. The screening was very sensitive and picked up Alzheimers. Dr Heaton went to a Dementia meeting with Swindon's Clinical Commissioning Group (CCG). He discussed the idea of the CCG funding the software with Paul Bierman (?) who has been sent all the information relating to Cantab mobile. HS confirmed that OTS is on the Dementia DES.

Hearing loop. HS confirmed that Mr Giles (patient) has been contacted and has agreed to test the hearing loop in the surgery as soon as time permits.

ACTION: HS to write to the Reading GP re the effectiveness of the Dementia screening tool.

ACTION: ES to prepare a progress report to be sent to the contributors on the current state of play (i.e. iPad/Dementia screening software).

3. Practice Manager's update

HS confirmed that there will be a newsletter issued in January 2014 and discussed content. Suggestions included feedback on the last Open Evening; advertising the next two Open Evening topics (Feb/May). JO asked whether contributions from HealthWatch would be acceptable, all agreed would be a valuable contribution. Need to include an update on GPES, a list of the public meetings.



At the recent PM meeting it was confirmed that there will be a Patient information leaflet/booklet, which will include emergency numbers etc. HS asked for the PPG members to distribute particularly to neighbours who may be old and alone over the winter period. Leaflet will be available next week.

ACTION: HS to find out whether there is a pdf version which could be emailed to the patients electronically

Patient Mary Ratcliffe (Croft Road) is putting together a project where she is asking for donations of socks, gloves and hats for the elderly this Christmas/winter. All donations welcome.

4. Open Evening (standing item)

The last Open Evening event attracted 19 attendees, with 14 of these completing the feedback form. A brief review of the feedback indicates that there needs to be clearer information re parking, possible screening off the area where the meeting is being held or separate room if available. Good feedback on content and timings. PPG reviewed the photos taken by Stuart, which were very good. Several of these could be used in promotional material and newsletters.

ACTION: ES to prepare a summary report from the feedback gathered and circulate to the PPG.

Next topic could be Women's health. As this is a broad subject which could range from having children to breast cancer/gynaecological issues, it was agreed that a questionnaire be prepared and circulated to the female patients for their feedback as to the focus for the Open Evening on Women's health.

As this may take some time to prepare, distribute and collate, the suggestion was to hold an Open Evening on Diabetes and invite Dr Vaks (consultant) and his specialist nurse Ciara to present the next Open Evening with dates in late February. OTS has approx. 400 patients who are living with the condition.

ACTION: HS to contact Ciara/Dr Vaks for possible dates.

ACTION: ES/HS to prepare a questionnaire to be sent to the female patients requesting feedback on Women's health topics for the Open Evening in May 2014.

5. HealthWatch PPG Forum (standing item) update on 20 November meeting

Minutes of the last meeting were available at the PPG meeting. These were received by HS, KT, BB and others. Copy to be sent to the PPG email address and MC in future.



JO gave an update to the PPG on the NHS England initiative. They have approached HealthWatch to put together a project (funded) to work between now and May 2014. Project seeks to work with three practices in Swindon to establish what patient experience feedback is undertaken by the practices (surveys/NHS choices, suggestion boxes) and what the practice does with the patient experience feedback, and how this influences the practice.

The learning from the project will be used to replicate or share solutions across other practices.

6. Christmas tombola/fundraising

Discussions on holding a fundraising event before Christmas were considered impossible due to lack of opportunities. Suggestion that the next chance of fundraising would be at the next coffee morning which is scheduled for Monday 6 January between 10-12.

RF gave a report on the current financial balance. There is £507 in the building society and a float of £20 available for the next tombola.

7. AOB.

With TB retiring as Vice-Chair it was necessary to elect a new Vice-Chair. KT proposed MC, ES seconded. MC has agreed to be the Vice-Chair.

8. Date of next meeting:

Next PPG meeting will be Thursday 9 January 2014 at 18:45.

Meeting closed at 20:20