



**Old Town Surgery
Patient Participation Group
Meeting 13 March 2014 @ 18:45 hrs**

Attending:

(ML) Margaret Lay – Chair
(MC) Maurice Cleary – vice Chair
(HS) Hayley Slatter – Practice Manager
(RF) Richard Fuller – Treasurer
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(KT) Krystyna Tworek
(KB) Karen Burgess (new member)

Apologies from:

(TW) Terry Wollen
(VG) Valerie Grove
Dr Basterfield

Guest attendees:

None this meeting

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, Karen Burgess joined us for her first PPG meeting. Welcome Karen, we hope you enjoy being part of the PPG.

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

Newsletter. Dr Basterfield has included an update in the latest newsletter. HS to send an electronic copy to PPG mailbox.

Educational Evening. Louise and Cairra will run the Educational Evening as Dr Vaks is no more available. HS has spoken to Ciara/Louise and they will waive their costs (£100) instead of asking the medical rep to cover some of the expenses.

ES to update the Press Release. PPG members to get their copies from HS to display/provide to the local press outlets.

Closing the Surgery list. NHS England said NO. The surgery must cull those members who are outside of the catchment area. This would be approx. 1300. The surgery has the right to review the practice catchment area as the Hermitage surgery has done. The suggestion may be to reduce the area to Okus Road, which is the same as closing the list.

The Surgery has patients in Nythe, Eldene and Covingham (old relationship). The patients would have the right to challenge, but the surgery can remove them and signpost them to the other local surgeries. KT mentioned that at the HealthWatch meeting, several staff from the Abbey Meads' surgeries confirmed that they had closed their lists.

Letters will be sent to the Marlborough Road surgery again with a list of surgeries to go to and leave OTS off the list. Wroughton for example has capacity.

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

3. Practice Manager's Update

PM Challenge Fund. Peter Crouch, chair of Swindon CCG has put in a bid for some of the £50m. The bid is for five treatment centres around the town, booking appointments (not walk-in), which operates from 8am to 8pm. During the daytime there will be an expedited home assessment service. Will be manned by GPs, paramedics.

One of the centres would be the Clover centre, Link Centre, Carfax Street, plus two others. It is hoped that this would free up the time for the GP to manage chronic condition treatment. Kids with temperatures and other quick emergencies would be managed by these centres.

From April, each surgery will be asked to implement the 'family and friends' survey i.e. would you recommend the surgery to family and friends. It is a requirement introduced by Cameron.

The surgery has to return numbers to NHS England on a monthly basis. Forms will be given out to patients and collected regularly.



HS informed the group that the practice will close at lunchtime. The admin team are becoming more saturated with the workload. At the Feb Practice meeting, it was discussed that solutions need to be found. Self check-in will be introduced. The other consideration would be to turn the phones over for an hour from 12:30 to 13:30. There will be a recorded message directing them where to go in case of emergencies.

This will be introduced from the 1st week in April.

Self Check-in will be up and running from next month. Discussion around online appointment booking. It may be explored later on, and the expectation of those who make online appts may be too unrealistic. Surgery looking at changing the IT system, particularly looking at text reminders. This will be the only thing that would help reduce the DNA.

4. Educational Evening

Diabetes Educational Evening. Wednesday 23rd April.

In attendance on the night will be Louise Wright, Community Diabetes Specialist Nurse for The Swindon Community Diabetes Service (SCDS) and Ciara.

Volunteers should be at the surgery at 5:30pm. Reception will be the registration point and the tombola will be prepared the night before. ML/MC have volunteered to get the prizes ready.

ACTION: ES to revise 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: ES to update the posters

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

5. HealthWatch PPG Forum (standing item)

Healthwatch Workshop held on 13 March 2014 at Jury's Inn hotel in Swindon. KT and RF in attendance. Notes recorded below.

Purpose of meeting:

Healthwatch want to hear people's views, as they are aware that the voice of patients and carers makes a difference. HW want to hear views and experiences of healthcare, which can and is being gathered. They want to ensure that people know that the information that they have can be used to help people. They wanted to explore how working with a GP Practice makes a difference (PPG). In addition, to check if people are part of a PPG.

Workshop was introduced by Jo Fainlight, Project Manager for HW in Swindon. Then, Gill Brook, Assistant Director of Nursing for NHS England Area Team led the meeting. Also present were Jo Osorio from HW Swindon, and Sarah Bull, Operations



Manager for Parkwood.

NHS Choices website. We were shown a list of the medical practices in Swindon. Abbey Meads practice was selected, which is made up of nearly 22k patients, in 3 locations. What was interesting was the fact that according to the information on the screen, none of the 3 practices were accepting new patients! GB then said it was possible that the information was out of date, but someone from one of the locations said that it was correct, as certainly the practice she was at was not accepting new patients. KT found that very worrying, and said so.

Everyone was asked whether they were aware as to whether or not a procedure was in place at their surgery for complaints/compliments/suggestions. There seemed to be a small percentage of people that raised their hands. I said that I was aware. (This was possibly because not everyone present was a PPG member. Some people were patients.

GB told us about PALS, and their role at the hospital. A patient at Merchiston who was at my table, told me that their surgery had 14k patients registered. NAPP - National Association for Patient Participation Groups - work in helping PPG groups to be positive and pro-active. One PPG member said their group had existed for 2 years, and they have never had a meeting. One PPG member said that in their PPG their GP was the chairman.

One patient said that when she approached her GP about a PPG group, he said it was not necessary.

During one of the activity sessions (there were 2), I was surprised to see that some surgeries have an online appointments system, with pin numbers and passwords. However, to cater for patients who do not have access to the internet, some appointments are held back for when patients 'phone in.

A question was asked about patients who are visually impaired/deaf and dumb, and whether procedures are in place at surgeries to help these patients.

A question was asked as to whether PPG members need training.

A question was asked as to whether there are any statistics and comparisons with regards to how the different PPG's work in Swindon. GB said no, but said she would look into producing something.

6. Fundraising

Donations are welcome for the Educational Evening in April. Current balance £538.20



7. AOB.

KT asked about online appointment system. This has been covered in the Practice Manager's update above.

8. Date of next meeting:

Next PPG meeting will be Thursday 10 April 2014 at 18:45 hrs.

Meeting closed at 20:20 hrs