

**Old Town Surgery**  
**Practice Participation Group**  
Meeting 9<sup>th</sup> August 2012 18:45

**Attending:**

Michele Hayes - Chair  
Margaret Lay  
Krystyna Tworek  
Elaine Sullivan – Secretary  
Audrey Fry  
Beryl Bowes  
Dr Ben Basterfield – Practice GP

Apologies from:

John Grieg - Treasurer  
Gillian Pearce

**Agenda**

Welcome  
Minutes of the last meeting  
Health and Social Care reforms Paper  
PPG membership – elected committee  
Review of the draft Constitution  
Review of the Code of Conduct  
Aims and Objectives setting

**Welcome**

Chair welcomed members to the meeting

**1. Minutes of the last meeting.**

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

Outstanding actions: Michele collected the suggestions from the surgery. Two main themes came through; toys in the surgery and radio.

**Action:** HS to get an update on the Infection control rules with regards to toys in the waiting room as this has been the deciding factor previously. With regards to the radio, this will be a question on the next survey.

LINK meeting – 26<sup>th</sup> July.

KT updated the group on the outcome of the meeting. The workshop identified some suggestions for improvements and identified what areas could be improved. All agreed that it was useful for the various PPGs to meet and share good practice etc.

**Action:** The PPG to review the suggested areas for improvement and implement where appropriate or sensible to do so.

Update on Taxi quotes

Margaret confirmed that she had spoken with John from Swindon Commercial Services who confirmed that he was willing to present to the group.

**Action:** Margaret to contact all three taxi companies (SN1, Swindon Commercial Services and Cross Street Garage) to present to the group at the next meeting. Each presentation to last no more than 10 mins then Q&A session.

## **2. Health and Social Care reforms paper**

ES presented the paper to the team. No further action.

## **3. PPG membership – elected committee**

ES suggested that we now publicise the existence of the core team through whichever methods are available i.e website and newsletter.

## **4. Review of the Draft Constitution & Code of Conduct.**

All agreed that the core team would review the papers and issue draft week before the next meeting. Next meeting is scheduled for 13 September.

**Action:** First draft to be circulated to full membership by 6 September.

**Action:** Members to submit comments on the drafts to the Chair and Secretary for consideration.

## **5. Aims & Objectives**

Triage nurse – As part of the awareness campaign the nurse would be asked to promote herself in a positive light. This should include a review of the poster/literature.

October survey – small steering group to be established to design the survey for circulation and results by end of October. Methods of distribution for consideration are: hard copies, survey monkey and as an email attachment. Suggestion that there should be two surveys; one for regular users, the other for general population.

Survey should be distributed by early October, therefore design to be complete by mid September.

**Action:** JG/HS/ES/MH/ML to design the survey

Missed appointments - the DNA rate is very high for the practice. A pilot of the txt reminder service will be undertaken by the practice and the results shared with the PPG. Michele mentioned an organisation called 'Do it.org' which provides a free service. There may be an issue with regards to CRB checks etc.

Flu Clinic – Hayley updated the PPG with the news that the delivery had been put back so dates will change. Awaiting confirmation but expect the clinics to be run in November.

Open Day. This was a suggestion from Hayley. There are real benefits from the Open Day however, it didn't have the impact that was anticipated.

**Action:** Consider later, but not top priority.

**6. Date of next meeting:**

There are two meetings planned. Core team to meet on 6 September (same time and venue) to review the documentation and also start the work on the Survey.

Next meeting of the PPG will be Thursday 13<sup>th</sup> September.