



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 10 November 2016 at 18:45 hours**

Attending:

(MC) Maurice Cleary – Chair
(CO) Chris Ockwell– Vice Chair
(ES) Elaine Sullivan – Secretary
(HS) Hayley Slatter – Practice Manager
(BB) Beryl Bowles
(KB) Karen Burgess
Dr Maggie Carson

Apologies from:

(KT) Krystyna Tworek – Treasurer
(TB) Terasa Beach
(SB) Susan Bradford
(QC) Quentin Clothier
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
Dr Heaton

Leavers:

(RF) Richard Fuller

Visitors:

Jo Osorio

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (13th October)
2. Actions from the last meeting
3. Guest visitor(s) - none
4. PPG Objectives
 - o 13th December Educational Event – activities
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
7. PPG Forum (standing item)
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)



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10. AOB

11. Date of next meeting

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the October PPG meeting were discussed and a correction on the spelling of Mr Battye identified.

Action: ES to correct misspelling and resend to HS for upload.

Action: HS to upload a copy of the amended minutes for the October meeting onto the PPG page on the surgery website.

2. Actions from the last meeting

Action 1. Done (standing item).

Action 2. HS looked at CQC website. There is a heatmap showing the ratings. HS to provide links to ES. C/Fwd

Action 3. Done

Action 4. Done

Action 5. Done

Action 6. Done

Action 7. Donations received. More welcome.

Action 8. WIP, poster options re CQC result

Action 9. WIP. KB/HS have prepared first draft for review. Comments welcome.

Action 10. Done

Action 11. C/fwd. KT/HS to buy pasting table.

Action 12. C/Fwd. KT to purchase tombola gifts. KT returns from A/L 14th November



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3. **Guest Visitor – none**

4. **PPG Objectives – Education Evening**

HS confirmed all previous registrations informed of new date. Also text advice. ES has emailed several publications with little response.

MC confirmed contacted Sarah Eastman, Comms Manager at GWH to include details on their intranet for awareness.

ES/KB confirmed Anushka's assistant Caroline Geary will be attending. She has volunteered to take questions on mammography if required.

Action: ES to send out the job matrix MC agreed to assist with the room set-up; CO to get involved in PPG recruitment. BB/KT to handle the tombola and ES to meet and greet plus any room set-up required.

5. **Complaints handling (new item)**

none this meeting.

6. **Practice Manager's update (standing item)**

HS confirmed that the additional chairs have arrived, when returned from A/L KT to provide cheque on production of surgery invoice for same (approx. £153 + VAT). PPG discussed whether there was any mileage in purchasing the chairs for the consultation rooms. This would be a good fundraising incentive as the chairs have proved very successful

HS informed that Grace, the long term nursing assistant has left the surgery after 17years service. The practice phlebotomist will be upskilled to pick up aspects that Grace covered. The practice nurses will pick up the Dementia and Mental Health checks.

Meeting with Mr Battye (Asst Headmaster) on Friday 14th October. He has agreed to start engaging with the sixth form lead to see if can gain any interest in one of the students getting involved in the PPG. ES mentioned that sometimes local colleges have courses on Health Services and whether this may be an option for engaging with PPGs across Swindon. **Action:** ES to investigate.

7. **PPG Forum (standing item)**

Next meeting is early December. CO has confirmed attendance.

8. **Special Interest (standing item)**

None this meeting

9. **Accounts & Fundraising**

New balance now stands at £822.82. C/fwd. meeting with Steve Willard (Accountant).

10. **AOB**

KB suggested the December meeting be cancelled due to lack of attendance/holiday period. It was agreed there would be no physical meeting however any actions or updates could be undertaken by email.



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PPG visits. CO has taken ownership of this objective and requires feedback from HS/PPG on which surgeries to visit. **Action: HS** to email CO with names and contact details.

OWLS. MC provided copies of the new business cards for OWLS. MC has spoken with the Community Nurses to make them aware of the service. MC has picked up any educational issue within GWH to ensure the scheme is well understood and publicised. So far there have been 80+ attendances by OWL volunteers and excellent feedback from patients and relations for the service.

Friday 25th November is Carer's Rights day. HS confirmed the practice have applied for literature from GWH/Swindon Carers. Friday 25th is also Dementia Summit at Christ Church. This is being run by Robert Buckland QC MP with the express objective of looking at making things more dementia friendly in supermarkets and other areas in Swindon.

11. Date of next meeting:

Next PPG meeting(s) will be: 5th January 2017

Meeting closed at 19:38 hours



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12. PPG Objectives 2016/17:

Objective	Owner
Website Review & comparison with best practice at other surgeries	Bowen W Krystyna T Elaine S Karen B
Carry out 2-3 Education Evenings (with the next possible subject being – “Young Persons”)	ALL
PPG response / reaction to the July 16 CQC Inspection report (ES to look at Poster options to promote the GOOD result)	Chris O Hayley S Elaine S
Maintain the HealthWatch interface & try to influence its activities	Chris O Krystyna T Susan B
On a quarterly basis visit other PPG’s to understand their best practices & current issues	Chris O
Get ideally (2/yr) in person updates from the CCG	ALL
Develop & extend our Patient Communication Strategy	Elaine S
Challenge surgery on its progress on specific (mandatory) tasks (i.e. patient data, iPOD etc.)	ALL



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APPENDIX A – Useful contact(s)

Contact details for MP Robert Buckland QC's office

Andrew Timlett
Parliamentary Assistant to Robert Buckland QC MP
Member of Parliament for South Swindon

01793 533393
andrew.timlett@parliament.uk
29b Wood Street Swindon SN1 4AN

Useful Links

This is what the Clinical Commissioning Group does

<http://www.swindonccg.nhs.uk/what-we-do>

This is what Seqol do

<http://www.seqol.org/health>

<http://www.seqol.org/careandsupport>

This is a link to the community services consultation

<http://www.swindonccg.nhs.uk/provision-of-community-services>

This is a link to the work of HealthWatch

<http://youtu.be/lGc0-L2BIXQ>

[Link to the RCGP/NHSE/BMA GP Workforce Action Plan](#)

[List of the national awareness days \(months\)](#)