



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 11th May 2017 at 18:45 hours**

Attending:

(CO) Chris Ockwell– Vice Chair
(ES) Elaine Sullivan – Secretary
(SB) Susan Bradford
Carmela – representing Hayley Slatter

Apologies from:

(KT) Krystyna Tworek – Treasurer
(HS) Hayley Slatter – Practice Manager
(KB) Karen Burgess
(RP) Rupal Patel – new attendee
Dr Maggie Carson
(BB) Beryl Bowles
(TB) Terasa Beach
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (6 April 2017)
2. Actions from the last meeting
3. Guest visitor(s) - none
4. PPG Objectives
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)
10. AOB
11. Date of next meeting

Welcome and apologies

Apologies were given for the meeting Krystyna Tworek, Hayley Slatter, Beryl Bowles, Karen Burgess, Chris and Nadine Watts and Terasa Beach.

Old Town Surgery Patient Participation Group (PPG)
Committee members: Maurice Cleary (resigned Chair), Chris Ockwell (Acting Chair); vacancy (Vice-chair), Krystyna Tworek (Treasurer), Elaine Sullivan (Secretary)



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1. Minutes of the last meeting

Minutes of the April 2017 PPG meeting were discussed and agreed to be an accurate account of the meeting. CO confirmed January meeting minutes were approved and could therefore be uploaded onto the OTS website.

Action: HS to upload a copy of the minutes for the January and April meeting on to the PPG page of the surgery website.

2. Actions from the last meeting

Action 1. Done (standing item)

Action 2. C/Fwd

Action 3. C/Fwd. HS to review mailing list from OTS patients re invite to evening

Action 4. Done

Action 5. Done

Action 6. CO has updated 105.5fm. Will contact BBC Wiltshire

Action 7. Done. Evening to be included in The Handy Mag

Action 8. Done, Healthwatch to include details on Newsletter. ES to email Chris/Nadine Watts re inclusion on Council Notice Boards.

Action 9. C/Fwd. HS has discussed attendance at PPG meeting. Carmela mentioned that maybe an option for afternoon/evening reception staff. To discuss possibility of attending 12th June meeting.

Action 10. School meeting. HS/CO offered dates for meeting (14/06 or 05/07); awaiting feedback from Commonweal.

Action 11. Possible funding options. SB had some paperwork which was passed to CO for completion. CO/HS to discuss project re TV Monitor.

3. Guest Visitor – none

4. PPG Objectives

PPG visits (CO)

CO visited Murchison Surgery PPG. Unclear as to purpose. 14 members in attendance; 1 in 30 age range others approx. 60+. PPG run by Practice Manager. Have a TV Monitor in reception for relating messages. They have applied for some of the CCG Transformation fund. Murchison have 14K patients and 9 GPs. Recently recruited a prescription clerk. Aggressively using the POD system, which is outwith the surgery. OTS cannot integrate Vision with POD yet. PPG would like details as to when this might be possible. Like Purton PPG, they have good communication lines with the Parish Council.

5. Complaints handling (standing item)

None.

6. Practice Manager's update (standing item)

HS would like to recommend that the PPG meeting in June is held on 15th June to ensure PM attendance.



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HS will not be in full attendance at the Educational Evening, so all PPG staff be aware of need to escort out attendees/Mr Beck safely.

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

No update this meeting.

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

None

9. **Accounts & Fundraising**

Annual Statement received from the Accountant, awaiting Treasurer's attendance.

10. **AOB.**

PPG Awareness week – pamphlet.

ES will draft initial pamphlet. Suggestion that each PPG member produce a short BIO of who they are, position on the PPG, why involved and what they enjoy about the PPG.

Pamphlet to include some of the content from the recent 'Have your say' poster that HS/KB/KT pulled together plus any details of the PPG awareness from the internet/NAPP that is easily available.

Format could be

Meet the team

Objectives

Past Successes

Value to Surgery – surgery view

Summary

Action: All PPG members (HS/CO/ES/SB/KT) to provide short BIO of their involvement in the OTS PPG by end of May

Action: CO to reformat the PPG Objectives

Action: ES to produce 1st draft of the pamphlet in readiness for the Educational Evening on 7th June, which includes successes in past years (educational evenings etc). If approved by email, ES will produce copies for the Educational Evening with some available for reception staff.

Action: HS to liaise with GPs for commentary on their views/value of having an active PPG at the surgery.

11. **Date of next meeting:**

Educational Evening – 7th June 2017

Next PPG meeting(s) will be: 15th June 2017

Meeting closed at 19:45 hours



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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)	Complete
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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Reply – Thursday 26th January 2017

Hello Elaine

I have forwarded your email on to our health and social department,

They will be in contact shortly

Kind Regards

Jackie Fox

Customer Service Team Assistance

New College Reception

New College, Swindon, SN3 1AH

Switchboard – 01793 611470

Fax – 01793 436437

Email to New College Swindon

Dear sir or madam

My name is Elaine and I am the secretary of a Patient Participation Group (PPG) for the Old Town Surgery in Swindon. The PPG is looking for ways to engage with local young adults who are interested in Health matters and who would be interested in getting involved in a local GP surgery, understanding issues affecting patients of all ages, how the surgery interacts with the Clinical Commissioning Group, NHS England, Social Services and Secondary services.

We would like to ask you to see if any of the students would like to attend the PPG meetings with the aim of becoming a member. Their views will inform our Patient Engagement and Communication Strategy.

If this is something you would like to discuss over the phone, please call me on 07890 963889

Best wishes

Elaine



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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 \(months\)](#)