



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 3<sup>rd</sup> August 2017 at 18:45 hours**

**Attending:**

(JG) Jo Garton - Chair  
(CO) Chris Ockwell - Deputy Chair (left at 19:30)  
(KT) Krystyna Tworek – Treasurer  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(SB) Susan Bradford

**Apologies from:**

(RP) Rupal Patel  
(KB) Karen Burgess  
Dr Heaton  
(BB) Beryl Bowles  
(TB) Terasa Beach  
(NW) Nadine Watts – Cllr/patient

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the last meeting (AGM & 13 July 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 Beryl Bowles, Nadine Watts, Rupal Patel and Terasa Beach.

**1. Minutes of the last meeting**



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Minutes of the AGM and 13<sup>th</sup> July 2017 PPG meetings were discussed and agreed to be an accurate account of the meetings.

## 2. **Actions from the last meeting**

Action 1. HS liaised with other practices and discussed options with Dr Heaton. Preferred option is to have monitor with USB connection and to produce own slides rather than go through the sponsorship route.

Action 2. Done - KT to review & provide feedback to ES.

Action 3. ES/HS will create the slide deck once TV purchased.

Action 4. Done.

Action 5. ES to send link to [National Survey](#) with meeting minutes. All Patients are reminded that the link to the survey will allow them to review Old Town Surgery results AND compare same to other surgeries in the locality. For setting Objectives for the PPG in 2017/18 CO recommended that we focus on the 'Low' data scores from the national survey, which relates to Waiting Times. It was agreed to carry this action forward to September Agenda.

Action 6. Drop. All agree no patient survey required.

Action 7. Consensus is that the GP survey is sufficient.

Action 8. Done – email for review.

Action 9. Done, leaflets ordered.

Action 10. Done. It was also agreed to order 'Organ Donor' cards to raise awareness of lack of donors nationally.

Action 11. Done.

Action 12. CO stated bidding has closed for this year. Agreed to bring to Agenda for 2018 funding options.

Action 13. C/Fwd.

Action 14. ES confirmed that she can get 20 dummies and a facilitator at events.

Action 15. Plan to be updated following meeting with JG/HS. C/Fwd.

## 3. **Guest Visitor – none**

## 4. **PPG Objectives – C/Fwd. 2017/18**

The following PPG objectives were suggested for 2017/18. All PPG members to consider and agree owners. Agenda for September meeting.

4.1 Patients' Survey

4.2 Recruitment Drive

4.3 Communication Strategy

4.4 Links with Healthwatch and other bodies (CCG/NHSE)

4.5 Surgery online systems for patients

4.6 PPG visits

4.7 Website and Literature Review

4.8 Support Flu Clinic

4.9 Fundraising

## 5. **Complaints handling (standing item)**

None.



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

HS confirmed date for the next Flu Clinic is Saturday 14<sup>th</sup> October. HS suggested that the recent PPG awareness pamphlet be recycled for this date so that it can be given to patients as handouts as part of the recruitment campaign of the PPG.

**Action: ES** to revamp the pamphlet for the flu clinic.

National Directive – WiFi. HS reiterated this is to be in place by end December 2017. No Further updates.

BT Line Upgrade. This took place recently. The next step is for the surgery to review their online software system versus the other Swindon surgeries. It would appear that OTS will be the only Surgery on a different system to the others, and is preventing the surgery from benefiting in the use of the PODs service.

**Action: HS/Dr Heaton** to agree which software system to be used at the surgery (after Dr Heaton's return from annual leave).

Swindon Urgent Care Collaborative Emergency Surgeries Services or SUCCESS centres – With effect from 1<sup>st</sup> August there will no longer be a SUCCESS centre at The Hermitage. Carfax Health Enterprise took over the Hermitage surgery, meaning it will no longer be a SUCCESS centre. Dr Rose will be retiring soon.

Dr Davies is covering Dr Heaton's absence on annual leave.

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

The update from latest email from HealthWatch indicates next meeting(s) will be September and November. No firm dates as yet. JG is not on the distribution list for HealthWatch.

**Action: KT** to email Jo Osorio to add Jo Garton to the HealthWatch distribution list. (Done).

**8. Educational Evening**

Reported here but covered in the actions section.

ES to pull together the plan for Young Person's Health evening covering speakers from across various topics and support groups. Contact details so far:

Sixth form contact – Amy Stallard

Mindfulness – HS knows the Lift contact (Diane)

Mental Health - JG mentioned that she has contacted Candice Jackson Collier, Head of TaMHS (Targeted Mental Health in Schools)

Sexual Health – HS to get name of someone from family planning

Project SPEAR (Self Harming) – HS has contacts for Project SPEAR

Personal Finance – ES to contact Nationwide Building Society re volunteers with stand re financial advice/information



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Social media – more to be investigated in this arena

It was agreed that as the flu clinic will be held on 14<sup>th</sup> October, the Educational Evening should be held on 18<sup>th</sup> October. JG/HS and ES to meet on Tuesday 29<sup>th</sup> August to work through the plan and activities required to make this a success.

Dr Heaton mentioned that there is a [Personal, Social and Health Education](#) (PHSE) Tutor at each school, who would be a good contact for such an evening.

**Action: ES** to prepare an action plan and make contact with [PHSE Association](#), Commonweal School and other resources to pull together a schedule for a viable evening. Suggested date – 18 October.

**9. Accounts & Fundraising**

KT has organised new signatories for Coventry Building Society to include Jo Garton, new Chair.

**10. AOB.**

**11. Date of next meeting:**

Next PPG meeting will be: 14<sup>th</sup> September 2017.

Meeting closed at 19:55 hours



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Appendix A

PPG Objectives 2017/18: (Awaiting Approval)

<b>Objective</b>	<b>Owner</b>
Patients' Survey	All
Recruitment Drive	All
Communication Strategy	ES
Links with Healthwatch and other bodies (CCG/NHSE)	CO/JG/KT/SB
Surgery online systems for patients	HS
PPG visits	CO
Website and Literature Review	All/Virtual
Support Flu Clinic	All
Fundraising	All



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## Appendix B

### 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](mailto: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/IGc0-L2BIXQ>

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

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