



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 6th April 2017 at 18:45 hours**

Attending:

(CO) Chris Ockwell– Vice Chair
(KT) Krystyna Tworek – Treasurer
(ES) Elaine Sullivan – Secretary
(HS) Hayley Slatter – Practice Manager
(SB) Susan Bradford
(RP) Rupal Patel – new attendee
Dr Maggie Carson

Apologies from:

(KB) Karen Burgess
(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 (9 March 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, Karen Burgess, Chris and Nadine Watts and Terasa Beach.



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1. Minutes of the last meeting

Minutes of the March 2017 PPG meeting were discussed and agreed to be an accurate account of the meeting.

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

Action: ES to discuss with PPG the outstanding approval of the January 2017 minutes, which were not discussed/approved at the March meeting.

2. Actions from the last meeting

Action 1. Done (standing item)

Action 2. Done

Action 3. Local College Health courses, C/Fwd

Action 4. Done

3. Guest Visitor – none

4. PPG Objectives

PPG visits (CO)

CO visited Purton PPG, which is a very strong group. At the meeting there were 8 members, the Practice Manager and one other person. Purton have 10k patients and are a training practice for doctors wishing to become GPs. The surgery has two part-time specialist practitioners who are ex paramedics [Note. OTS has Sue Geary]. The focus is on home visits as assistant doctors. These posts are funded via the “Over 75 initiative”, which is to reduce referrals to hospitals; OTS cannot obtain this funding due to the demographics of the patients on their list. Currently the Purton PPG are fund-raising for an ECG machine. The PPG have also purchased a pop-up banner to use as an information tool, which CO thinks would be a great addition to OTS for promotions. Purton have a great link with the Parish Council and provide relevant information at council meetings. The council produces a newsletter, which contains updates from the PPG. They still do events and have recently had some poor results in trying to organise an event on Lung issues. Similarly they wanted to organise a Tea party, but this has since been abandoned. Biggest issue for the surgery is DNA's - Did Not Attend.

One of the attendees at the PPG is a patient of OTS. When CO talked about the Educational Evenings held at the OTS, this person stated that she had not received any information about the OTS Educational Evenings. HS mentioned that the mailings are targeting rather than broadcasted to all patients.

5. Complaints handling (standing item)

None.

6. Practice Manager's update (standing item)

Educational Evening – this has been confirmed as Weds 7th June with Mr Rupert Beck in attendance. This is also good timing as PPG awareness week is being held in June so we could combine promotion of the PPG with the event in a 'joined-up' fashion.

Mr Beck was last here in November 2013 and was well received by all who attended. HS



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confirmed room availability (Lift office). All parties to get involved in promotion of the event and to encourage their male partners/relations/friends to attend.

Action: HS to review possible mail-shot from patient list

Action: ES to send out matrix of jobs for evening.

Action: ES to review previous posters/press release and send to HS for approval by Mr Beck's office.

Action: CO to get in touch with contacts at Swindon Advertiser and also promote the event on the Swindon 105.5fm radio show.

Action: ES to contact The Handy Mag and The Swindonian for publicity

Old Town Surgery now has a full complement of reception staff, well done! CO asked whether it would be a good idea if a reception staff member could take it in turns to attend the PPG meetings. Several times when discussing complaints or comments from surveys, they affect reception staff.

Action: HS to discuss at practice meeting

Telephone Line upgrade. It was discovered that when the OTS building was planned and subsequently built, the pipes used for transmitting 'data' were copper installation. Therefore an upgrade to Fibre Optic is being planned.

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

CO in attendance at the HealthWatch meeting. There was an update on the Swindon Community Health Service [GWH won bid, with the social care coming under the local council]. Caroline Davies is responsible for Community nursing. HS confirmed she had met with Caroline recently and they are looking at ways to improve this service, which is currently performing very poorly due to lack of resources in nursing/community nursing. Likely to have a complement of seven nurses soon, however should have 11.

Prospect gave a presentation on Dying Matters. There is a 'Dying Matters' week which is 8th – 14th May.

PPG awareness week is 19th – 24th June. This is being promoted by NAPP. OTS have agreed to part fund the creation of a new PPG pack, which can be issued to patients to raise awareness and hopefully generate more members.

CO has a regular slot on Swindon 105.5fm. HS will be interviewed at 11am on 11th April so everyone is encouraged to listen to this broadcast.

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

Rupal Patel (RP) attended this month's meeting. Rupal is a patient who volunteers with the Alzheimer's Society and attends 'Singing for the Brain'. HS gave RP an update on the services



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offered by OTS for dementia patients (Dementia Pack) and confirmed close links with the Alzheimer's Society. RP mentioned the Asian community does have people with that condition and the need to improve awareness of the services on offer from surgeries in the locality. CO confirmed will be interviewing special support groups on the radio show to raise awareness of all the good things that are happening to support different patient groups. HealthWatch actually requested details of all the groups so they could signpost.

Young members. CO met with Paul Battye at the local school. Misunderstandings between what the PPG would like and what the school thought the offer was (work experience). Suggested there be a one-off meeting with the key people at the school to confirm what the PPG's aim is in regards to recruiting younger patients to the PPG; HS will attend with CO. Suggestions to get the students to come up with questions they would like to raise/ask of the GPs.

Action: CO to communicate with Miss Stallard and Paul Battye to arrange.

9. **Accounts & Fundraising**

Steve Wheeler has reviewed the accounts for 2015/2016 and all in order. He has also agreed to continue this service in the future, free of charge. HS has his contact details.

10. **AOB**

C/fwd Fundraising. SB mentioned that there may be an opportunity for the PPG to get Council funding. **Action:** SB to investigate funding opportunities.

11. **Date of next meeting:**

Next PPG meeting(s) will be: 11th May 2017

Apologies from Krystyna Tworek, Hayley Slatter

Meeting closed at 20:05 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 \(months\)](#)