

Old Town Surgery
Patient Participation Group
Meeting 10 April 2014 at 18:45 hours

Attending:

(ML) Margaret Lay – Chair
(MC) Maurice Cleary – vice Chair
(HS) Hayley Slatter – Practice Manager
(RF) Richard Fuller – Treasurer
(BB) Beryl Bowles
(KB) Karen Burgess

Apologies from:

(TW) Terry Wollen
(VG) Valerie Grove
(ES) Elaine Sullivan
(KT) Krystyna Tworek

Guest attendees:

None this meeting

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Practice Managers update (standing item)
4. Educational Evening (standing item)
5. HealthWatch PPG Forum (standing item)
6. Fundraising
7. AOB
8. Date of next meeting

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the last meeting were agreed and taken as an accurate copy of the meeting.
ACTION: HS to upload a copy onto the PPG page on the surgery website.

2. Actions from the last meeting

Minutes of last meeting – uploaded by HS on the PPG page on the surgery website – done.
Virtual Membership – ES to email the virtual membership for permission to post the membership online (PPG page of OTS website) – Done???
Educational Evening Actions:

ES to revise the press release for all advertising (Radio/Press) – done
ML to liaise with Swindon Advertiser and to investigate sponsorship options – done
HS to liaise with Swindon FM 105.5
ES to update the posters – done
ES to ask JO if event can be advertised in the HealthWatch newsletter – done

3. Practice Managers update (standing item)

Lunchtime shut down moved from 1st to 28th April during the hours of 12:30 and 13:30 – posters up on the walls and electronic board. Phones off for an hour with answer phone message. Sue will man the phones for anything urgent and prescriptions can still be picked up.

Self check in – installed Tuesday 15 April. Only people who want to use it will use it – it is not compulsory. Eventually there will be reminders of various things. Will be clear that it is only for check in not for making appointments.

Patient survey to be done, doctors have to be revalidation 3 or 5 years and fit to practice.

Survey has to be done by outside agency to be valid. LMC Local Medical Council has devised another survey and will process the forms and do reports. The survey is only about the doctor so an additional specific practice questionnaire will be done. Question: think about what questions you would like to ask patients in the practice questionnaire before next meeting then email HS. If the doctor fails and if the LMC were concerned can put certain conditions against the GP.

Other GP surgeries closing lists – HS asked practice manager direct about the patient list closing and was told it isn't – HS told them that people were talking about it. Hermitage and Abbey Meads also wanted to close their lists but NHS England didn't allow it. Raise it at PM meeting – no GP's list is closed and not allowed, rumours from their staff going around.

Nominated own doctor – Over 75 named GP – every patient should have a named GP. Pooled list in most practices. Every patient at the OTS has a named GP. Lots of changes to general practice. Planning meeting with clinicians, which of the services they want to be party with. Next meeting HS will give an update.

PM Challenge Fund – date extended to 07 April 2014.

Dr Basterfield leaves in June, replacement is slow, post readvertised to get the right person.

Looking at salaried GPs if no replacement made, then his list will be a pooled list. Over 75s will be told if changes are made.

GP care doing ultrasounds at various practices.

Smoking cessation – 3 nurses are available for consultation.

OWLS Volunteer Meeting – hoping meeting will be held end May/June. Old Town Surgery/Peter Firkins will pilot the scheme and then roll it out to other surgeries.

4. Educational Evening (standing item)

Open Evening update – everyone to be at the surgery for 1700

ML update: Posters in local paper shop in Old Town, chemist, Wiltshire Sound asked and requested two occasions. Evening Advertiser – given phone number, will follow up, put in 2-3 days beforehand - Monday or Tuesday. Photographer will be available. People not wanting photo taken go to one side. Patient information boards, letters sent out to all Type 2 patients. 16 registration forms received as of date.

Tombola: ML and RF will set up on Thursday 17 April at 1500.

Reception to book people in - KB.

Chairs set up – MC.

Refreshments – squash (donations) – TB (Theresa Beach).

BB & MC to roam on the evening and promote PPG.

Poster to promote next evening – ES.

Diabetic specialists have a presentation to be sent to Hayley for checks.

5. HealthWatch PPG Forum

Next meeting on 30 April 2014 – RF and BB to attend and report back at the next meeting

6. Fundraising

Treasurer's report/Fundraising - £518.20 - £20 for the float for the tombola on the educational night.

7. AOB

KB as about why there aren't any toys in the waiting room – this is due to infection control.

8. Date of next meeting:

Next PPG meeting will be Thursday 8 May at 18:45 hours.

AGM – date Thursday 10 July 18:45. Conducting a PM report to update on PPG. Treasurer's report required.