

**Old Town Surgery**  
**Patient Participation Group**  
**Meeting 8 May 2014 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(MC) Maurice Cleary – vice Chair  
(HS) Hayley Slatter – Practice Manager  
(RF) Richard Fuller – Treasurer  
(ES) Elaine Sullivan - Secretary  
(BB) Beryl Bowles

**Apologies from:**

(KT) Krystyna Tworek  
(KB) Karen Burgess

**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**

PM's Update – HS to speak at the next Practice Manager's meeting re closing list. C/Fwd  
Prime Minister's challenge Fund. Decision still outstanding from CCG. C/Fwd  
OWLs meeting. Please note the future meetings are yet to be confirmed, however the pilot is already in place.

### **3. Practice Managers update (standing item)**

Dr Basterfield leaves in June, and interviews have taken place. HS will provide a fuller update at the next meeting.

A further receptionist is retiring. There will be a vacancy for 20hrs (AM) in NHS Jobs.

#### Quality Outcome Framework (QOF)

HS updated the group on the new Enhanced Service, which aims to avoid unplanned admissions. The initiative will result in OTS reviewing 177 patients' cases. Each patient will need a care plan in place along with a co-ordinator. A separate phone line will be installed at the surgery also.

This is about providing preventative care and aims to keep patients out of hospital. Not all instances will be avoidable though. OTS has had a meeting with the Community Matron and in the process of identifying the 177 patients. GPs are reviewing details. Each patient is given a risk score and must be on the co-morbidity register.

Each month there will be reviews of these patients. These will be multi-disciplinary team meetings (MDT). Surgery will have to share the workload to get these meetings organised and effective.

Of course there will be admissions, however the Surgery won't be penalised. The aim is to see a 30% reduction thereby releasing some of the pressures from A&E and the hospital in general.

### **4. Educational Evening (standing item)**

Feedback was discussed. BB's neighbour thought it was wonderful event. HS expressed surprise at the lack of knowledge from the type 2 diabetes patients in attendance.

Overall the length of event, setting and style was well received. It was agreed that there needs to be no more than 30 at each event. Layout of the projector had to be changed last minute, which was unfortunate however worked well. Suggest moving the tombola to the meet and greet area (downstairs) to catch people as they are registering. This and a reduction in refreshments will mean more room in the main area for chairs etc.

Finances. RF updated everyone with the new total, which is £533.63 + £20 in float. HS needed £20 for the flowers, which were presented to Ciara and Louise on the night.

Stuart will provide some photos at the next meeting.

We received four new PPG applications, which need adding to the PPG mailing list/email.

ES suggested making the quiz interactive on the surgery's website. HS to ask Ciara for the quiz questions and editorial to make this possible.

Action: ES to prepare the Evaluation report for next meeting.

Action: ES to add new members to the PPG mailing list

**5. HealthWatch PPG Forum**

BB to feedback at next meeting. Briefly there was a lack of PMs at the meeting.

**6. Fundraising**

See RF update in agenda item above.

**7. AOB**

Dementia screening tool. HS confirmed there are 3 business plans awaiting approval from the CCG.

Next meeting agenda item. AGM 10<sup>th</sup> July. HS will produce a PM report to update on PPG.  
Chair and Treasurer's report required.

**8. Date of next meeting:**

Next PPG meeting will be Thursday 12 June at 18:45 hours.

BB sends apologies

Next meeting last one for Dr Basterfield.