



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 15 September 2016 at 18:45 hours**

Attending:

(MC) Maurice Cleary – Chair
(CO) Chris Ockwell– Vice Chair
(ES) Elaine Sullivan – Secretary
(HS) Hayley Slatter – Practice Manager
(BB) Beryl Bowles
(KB) Karen Burgess

Apologies from:

(KT) Krystyna Tworek – Treasurer
(TB) Terasa Beach
(SB) Susan Bradford
(QC) Quentin Clothier (NEW member)
(RF) Richard Fuller
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
Dr Heaton
Dr Carson

Visitors:

N/A

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (11th August)
2. Actions from the last meeting
3. Guest visitor(s)
4. PPG Objectives
 - Carer's Cafes
 - GWH Carer's passport
 - Notice Boards
 - 5th October Educational Event – activities
 - Objectives setting 2016/17
 - OTS website review (virtual members action)
5. Complaints handling (new item)
6. Practice Manager's update (standing item)



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- Flu Clinic date(s)
- 7. PPG Forum (standing item)
- 8. Special Interest (standing item)
- 9. Accounts & Fundraising (standing item)
- 10. AOB
- 11. Date of next meeting – 13 October 2016

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the August PPG meeting were discussed and agreed.

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

2. Actions from the last meeting (O/S)

Action 1. Done (standing item).

Action 2. C/Fwd.

Action 3. HS has contacted Headmaster and left message to call. C/Fwd

Action 4. 8th October (09:00 – 12noon) is the date of the next Flu Clinic. It was agreed to do some fundraising (Tombola in the entrance area). Need volunteers for preparing the Tombola and attending the Flu Clinic. Suggest PPG members come in Monday 3rd / Tuesday 4th October.

Action 5. Jo Osorio has agreed to come on 13th October. It was agreed to have specific topics for Jo to cover so the session is focussed. See Agenda item 3. below.

Action 6. Chairs have been ordered.

Action 7. C/Fwd

3. Guest Visitor – Jo Osorio

Jo Osorio has agreed to come on 13th October. It was agreed to have specific topics for Jo to cover so the session is focussed. **Action:** CO to email the list of questions that we want HealthWatch to respond to at the October meeting. (*POST MEETING UPDATE* - See [Appendix A](#) for email and response).

We recently asked HealthWatch to have a particular focus at their September/October meeting whereby NHSE/Swindon CCG are asked to respond with the latest update on the 5 year plan. (see [Appendix B](#) for email and response)

4. PPG Objectives

Carer's Cafes – MC provided an update. Moredon, Priors, Pine Hurst have all stopped their Carer's coffee morning/Cafes; OTS have paused whilst reconsidered options. The only surgeries who are continuing are Home Ground and Wroughton. Previous suggestion was for OTS to link up with Wroughton. Another suggestion would be for OTS Carers to be signposted to the active Carer's cafes at Home Ground/Wroughton. HS has agreed to add details in the Carer Pack,



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which is issued when new Carers are registered/identified at the surgery.

GWH Carer's passport – MC showed the group details of the new passport for Carers to use at GWH. This is an initiative from the Hospital to recognise their service by offering discounted parking, discounts in shops/restaurants, regular refreshments, open visiting. This initiative is being piloted on Woodpecker and Trauma Unit. When ready will be launched, which will include full communications across websites, papers, bulletins etc. PPG need to produce a plan for sharing this information to the community of carers locally.

Notice Boards. C/Fwd

Activities for October Educational Evening.

Action: ES to email CO the poster/press release for Radio advertising.

Action: ES to circulate the evening to Nationwide Staff for uptake opportunities.

Action: HS to send out txt reminders and focussed emails.

Action: ES to produce A3 posters for display in reception & revamp same to make brighter/bolder etc.

Action: MC to assist with preparation/tombola ahead of the evening.

REMINDER - Request to all PPG members who may have donations for the Educational Evening. Please can these be brought in for when they attend the September meeting, and leave them with Hayley.

Objective Setting 2016/17 – At the last meeting, it was agreed to defer setting objectives until the results of the CQC report were known. HS provided copies of the CQC report at the meeting, which shows 'GOOD' across all categories. Recommendation from the group for OTS to publicise the GOOD report widely on the OTS website (banner). Once the report is published on the website, HS will advise PPG/CO/ES for onward publicity in the local papers/radio for positive news stories. HS to get the CQC scores for the other surgeries as a comparator.

Action: HS to let ES know when CQC report on the OTS Website and the league table.

Action: CO to draft Press Release for onward distribution to Swindon Advert/BBC Wiltshire (See [Appendix C](#)).

CO expressed an interest in objectives for the group and took an action to write these up. (See [Appendix D](#)).

5. **Complaints handling** (new item)

HS confirmed there have been two complaints recently. These covered waiting times in the surgery and rushed appointments, both directed at the same doctor. HS is obtaining a response from the doctor concerned, once received will share with the Complaints Working Group.

Action: the Complaints Working Group (KT/ES/CO) to formulate an appropriate response.

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

The GP Surgery by Tesco. They have written to Patients re Dr Fan retiring and his daughter has also stated a wish not to take over the practice. As a result of this discussion the practice have gone out to procurement. HS stated that this is likely to happen across Swindon as several GPs are retiring or disinclined to continue with a practice and all it's overheads. (Hermitage /



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Wroughton).

On a more sadder note. HS informed the PPG that Dr Peter Crouch, Head of the CCG has passed away. Dr Crouch was aged 52 and for the Swindon locality was the driving force in securing funding for initiatives that have benefitted the area. Dr Peter Mack is action Head of the CCG.

New Community Navigator has come on board. She is Adele Taylor. She replaces Julie and will operate in the same way i.e. handling referrals. All navigators have received training on OWLS.

7. PPG Forum (standing item)

CO/KT provided an update on the PPG Forum via email (see [Appendix E](#)).

8. Special Interest (standing item)

ES suggested a new focus for Educational Evenings could be Dermatology/Acne. More at next meeting.

9. Accounts & Fundraising

HS has the original documents ready for the Accountant's visit. MC will organise the appointment for the Accountant to visit and sign-off the accounts.

10. AOB

MC provided an update on the Adult Community HealthCare Services (see [Appendix F](#)).

11. Date of next meeting:

Next PPG meeting(s) will be:

13 October

Meeting closed at 19:57 hours



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APPENDIX A

Email sent to Jo Osorio HealthWatch from Chris Ockwell re visit to PPG on 13 October and Jo's response.

Jo,

Send on behalf of the OTS PPG.....

Following on from our invitation for you to meet with us at our next OTS PPG on the 13th Oct. 6.45 at the surgery we would ask you to focus on the following 4 points / questions

- 1) Can you give us a "progress report" on the NHS 5 yr Master Plan that we've been hearing about for the last year or so - but- to respond from a HealthWatch, Swindon perspective
- 2) An update & Health Watch view on the implications of the recently announced SEQOL close down
- 3) Your view on the progress / successes / (or not) of the HW 2016 Objectives & your draft thoughts for the 2017 HW Objectives
- 4) How do you see the "involvement & engagement" of HW with the 20+ surgeries around Swindon , given for instance at the last forum virtually as many PPGs failed to attend as those that did

Hope above is clear & look forward to seeing you on the 13th . Chris

Thanks Chris

That's quite a challenge and I will do my best.

As you may be aware, NHS England has constrained the partners developing the [Sustainability and Transformation Plans](#) (which are intended to be the practical application of the Five Year Forward View) so there has been no *public* information yet about what the one for this area contains.

I look forward to being with you on 13 October.



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APPENDIX B

Jo

The October meeting is due on Thursday 13th October at 18:45.

Hope to see you there

Re the CCG/NHSE updates I understand that Chris/Krystyna usually attend the meetings but k think it is more a case that the updates are too General ie not specific and measurable with particular reference to the ten point plan. If they are coming to a PPG forum again soon perhaps you could ask for questions up front to ensure PPG get a chance to raise their concerns, what do you think?

From: Jo Osorio <joosorio@healthwatchswindon.org.uk>

Subject: Re: Old Town Surgery Educational Evening - Wednesday 5th October 2016 / HealthWatch forum / Invite to PPG meeting

Hi Elaine and PPG members

Thanks for your mail. I will ask Jason here to publicise your education evening.

The most recent PPG Forum covered much of the primary care ground you were asking about - Chris, Krystyna and Sue were there - but maybe not in as much detail as you re hoping for. The Primary Care Strategy which was discussed at the July CCG governing body meeting sets out more information too. You can see that here. Scroll down all the agenda papers to find it.

<http://www.swindonccg.nhs.uk/index.php/list-of-events/governing-body-papers-2/gb-papers-28-july-2017>

I have circulated the slides presented at the PPG forum a couple of times but if you would like me to send them again, please let me know.

The next meeting of the CCG/NHS England joint primary care committee will, almost certainly, have more information too. It is held in public and public questions can be asked. See here: the 5 October agenda will be published one week beforehand. <http://www.swindonccg.nhs.uk/index.php/list-of-events/list.events/>

I would be happy to come to a PPG meeting again. Thursday evenings are generally possible. Could you please confirm the October date and time and I will get it into my diary.

Jo

From: ots ppg (NHS SWINDON CCG) <ppg.ots@nhs.net>

Sent: 05 September 2016 20:19:01

To: Jo Osorio

Subject: Old Town Surgery Educational Evening - Wednesday 5th October 2016 / HealthWatch forum / Invite to PPG meeting

Jo



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Educational Evening – Weds 5th October @ 18:30

In the absence of Krystyna Tworek, please find attached details of the next Educational Evening being held at the Old Town Surgery. Would it be possible to advertise this on your website and/or include on HealthWatch newsletters. Invitations are open to patients of the Old Town Surgery however, if numbers permit, we will take applications from patient from other surgeries in Swindon. Numbers are limited to 45.

I attach the registration form, which you may like to include in the next issue of the HealthWatch bulletin.

HealthWatch PPG Forum

Jo, at our last meeting we had a visit by Robert Buckland QC, MP who updated us on the latest discussions with Swindon CCG and NHS England. As the PPG are still keen to hear what is going on with the 10-point plan and recruitment plans for the Swindon locality, we took an action to request that HealthWatch hold a meeting specifically to cover off these key issues re primary care provision in the area (see extract below). Could you advise whether speakers could be persuaded to come to HealthWatch and cover off questions on these matters?

Robert has offered his assistance in escalating with CCG/NHS England in terms of responses and updates. It was also discussed that perhaps a PPG Forum meeting should be given over to speakers from both organisations to provide an update on GP recruitment and the 10-point plan.

Action: PPG (ES/KT) to email HealthWatch for inclusion of recruitment/GP issue in September or October meeting.



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APPENDIX C

PRESS RELEASEPRESS RELEASE PRESS RELEASE

The Care Quality Commission Inspection Report on the Old Town Surgery

On the 12th July the CQC carried out their standard legal inspection of the medical services at the Old Town Surgery.

The Overall Findings and Result GOOD !!!!!

The five areas of questioning and assessment –

Are the services – Safe, Effective, Caring, Responsive to people’s need & well lead

OTS scored GOOD on every count

In addition the inspection looks at six population groups

Older people; People with long term conditions; Families, Children & young people; Working Age people; Vulnerable people & those experiencing poor mental Health

Again OTS scored GOOD across all areas

Looking at a few key performance indicators & how OTS compares locally & nationally

OTS scored 89% of patients found it easy to get through to the surgery compared to local & national averages of 73%

75% of patients were able to get an appointment or speak to someone the last time they tried compared to 73% & 76%

86% of patients described their overall experience of OTS as good compared to 82% & 85%

81% of patients said they would recommend this GP Practice compared to 76% & 79%



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APPENDIX D

OLD TOWN SURGERY – PPG Objectives for 2017 (rev 1 draft 18/9/16)

- 1) Website Review & comparison with best practice at other surgeries
- 2) Carry out 2-3 Education Evenings (with the next possible subject being – “Young Persons”)
- 3) PPG response / reaction to the July 16 CQC Inspection report
- 4) Maintain the HealthWatch interface & try to influence its activities
- 5) On a 1/qtr basis visit other PPG’s to understand their best practices & current issues
- 6) Get ideally (2/yr) in person updates from the CCG
- 7) Develop & extend our Patient Communication Strategy
- 8) Challenge surgery on its progress on specific (mandatory) tasks (ie patient data, iPod etc.)



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APPENDIX E

Only other points to add in from the other 2 guys

It possible there won't be any Forum type sessions for the remainder of this year (although I don't know why there wouldn't be 1-2) & one suggestion for a forum agenda was to get the right NHS & CCG senior mgrs. to attend & be quizzed on the progress of their "master plan" that we heard about many months ago.

Plus a belated thought from me - to get Jo O to come to one of our near future mtgs & put him on the spot too !!!

Chris

----- Original Message -----

From: CHRISTOPHE OCKWELL <c.ockwell@ntlworld.com>

To: Krystyna Tworek <k.tworek@btinternet.com>, parkerbradford@yahoo.co.uk

Date: 22 August 2016 at 17:34

Subject: Health Watch Mtg 22nd Aug - Summary points

Below is my summary of todays mtg & pending any comments from yourselves & would update & then issue to Maurice & Hayley

3 of us attended this session along with c.18 others from 10 of the Swindon surgeries (roughly the same number of apologies)

The main topics were 2 presentations ... Update on Primary Care & Prescription Ordering Direct (POD)

The Primary Care Update in my opinion did not provide any substantive new information & was a repeat of previous info.& reasons why we are in the mess we find ourselves. However there was one interesting item - in that 2 surgeries (Great Western & Hermitage) have in effect cancelled their GP contracts & given up the fight. The Swindon CCG is attempting to set up new procurement contracts / services for sometime in 2017/18. In parallel the Carfax ctre contract ends 3/17 & will be part of the above procurement event. There were vague comments about "ongoing development" to provide for the Tadpole Village, Wichelstowe & Eastern Villages GP services , although nothing specific.

Personal opinion was that with the many non productive comments from the floor this hour+ session was of little value

The other main topic was the POD service, which apparently is a new & alternative method of obtaining repeat prescriptions (ie a phone in service to a central call ctre). Some Swindon surgeries are already lined up to operate this with their relevant Pharmacies (Abbey Meads, Kingswood, Taw Hill, Westrop & Moredon)

** The question for OTS (Hayley) is what if any plans to introduce.



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There were a number of other quick / short items

** Request by CCG for patient participation in the Procurement process

** "Team Swindon" in an animation film worth a quick look

** The £1000 grant opportunity for PPG's

** Health Watch (Jo) is looking for agenda topics for the next series of HW Forum mtgs this Autumn

** Accessible Information Standards (which apparently is a mandated requirement on surgeries)
Hayley should update us on the OTS position

** Patient Repatriation Policy - Improvements to this (ie if you are hospitalised away from home {Swindon} it is the way you get brought home. HW / CCG are looking for any patient experiences / feedback on this topic

** Community Health Services (ie SEQOL) it appears this is under scrutiny & HW/CCG would appreciate again any recent experiences / feedback

Chris

Footnote - As always from Jo O there are lots of links to other presentations, data, websites etc. - so if any of above is of interest let us know.

Secondly, & whilst these sessions are not as productive as I would personally like - it does give us an insight into the bigger picture & could raise question with OTS about some of the things the surgery is or isn't doing



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APPENDIX F

AN UPDATE ON THE CHANGEOVER OF ADULT COMMUNITY HEALTHCARE SERVICES

I have just had a conversation with Kevin McNamara, GWH Trust, Director of Strategy.

He is currently involved with the changeover of Adult Community Healthcare Services in Swindon following last weeks news about SEQOL.

I mentioned to him that a question had been raised at our recent PPG meeting.

Kevin explained to me that GWH Trust had previously secured the contract to run these services for three years, commencing February 2017, with a two year extension clause included.

Following the events of last week the commencement date for GWH to manage these services has been brought forward to the 1st October 2016.

Therefore, GWH Trust will be managing Adult Community Healthcare Services for the next three years and five months, with the option of a two year extension.

Kevin however, has said to me that if any of you have any further questions or queries relating to this matter, could you direct them through me and I will pass them on, for him to respond to.

Regards
Maurice



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APPENDIX G – 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/IGc0-L2BIXQ>

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

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