



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 11 December 2014 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(MC) Maurice Cleary – vice Chair  
(HS) Hayley Slatter – Practice Manager  
(RF) Richard Fuller – Treasurer  
(KB) Karen Burgess  
(KT) Krystyna Tworek  
(BB) Beryl Bowles  
(DB) David Bradford  
(SB) Susan Bradford  
Dr Heaton

**Apologies from:**

(TB) Terasa Beach  
(BB) Brian Burrows  
(ES) Elaine Sullivan - Secretary  
(CO) Chris Ockwell

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the last meeting
2. Actions from the last meeting
3. PPG Objectives
  - Patients Survey
  - Educational Evening (surviving menopause)
4. Practice Manager's update (standing item)
5. PPG Forum (standing item)
6. Fundraising
7. AOB
8. Date of next meeting

**Welcome and apologies**

Apologies were given for the meeting.



Patient Participation Group

### 1. **Minutes of the last meeting**

Minutes of the last meeting were discussed and several changes required.

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

All outstanding actions were completed.

ML confirmed she will attend the surgery on Thursday 18 November @ 10:30. Any other volunteers are asked to contact HS. KB/TB to collect the surveys for data entry.

Updates to the items of the last minutes:

4.3 Recruitment Matters. HS confirmed that Hannah has been recruited taking 15 of the 20 shifts that Louise covered. Hannah is newly qualified and currently unable to cover the Diabetes clinic or Contraception yet. Recruitment of the receptionist is ongoing.

6 Fundraising. RF confirmed that the Flu Clinic raised £142.50, which has increased the total to £676.13. Feedback from the clinic was very complimentary; over 627 jabs were given on the day.

7 AOB. Carers Coffee morning. This has been moved to Wednesday afternoons and is proving more popular. Next event is Wednesday 19<sup>th</sup> November.

7 AOB. Notice boards. This is in progress with more posters to be displayed.

Action: KB to assist with the photocopying of the posters – completed.

### 3. **PPG Objectives**

Educational Evening. HS confirmed that Mr David Griffiths has agreed to give his talk on 'Surviving Menopause' on Wednesday 7<sup>th</sup> January 2015 @ 6:30pm.

All PPG members are asked to make themselves available for the evening. Donations are required for the event. The Educational Evening is an excellent opportunity to circulate the Newsletter, Survey, Family & Friends test plus the Coffee Afternoons.

Action: ES to circulate the poster to HealthWatch/Jo Osorio for circulation to their members

Action: ML to contact the Radio and Evening Advertiser

Action: HS to email the patient population from the surgery (e.g. those on HRT)

### 4. **Practice Manager's update (standing item)**

Online prescriptions. HS confirmed there would be a new system coming into the surgery (Vision360), which will allow online booking of appointments as well as online ordering of prescriptions. It has been agreed that there should be a transitional period of approx. 2 months to advise the patients of the new service. The new system will also provide the surgery with a mechanism for capturing the email addresses of its patients.

The release will be phased in two sections. First the new online prescription service, which will move the ordering from the website to the new online service. Patients will have a login to the service. The second phase will allow the patients to book GP appointments online. KT asked whether the service would penalise those patients who do not have computers. HS assured the PPG that only 50% of the appointments could be booked online, therefore securing 50% for



Patient Participation Group

those who are unable to book online. No patients will be penalised.

#### Closure of the OTS list

HS confirmed that the surgery would be meeting with NHS England in the next few weeks. The surgery anticipated a natural reduction in the list size, however only 100 patients have transferred out. As mentioned before NHS England are expecting the surgery to cull its patient list. Dr Heaton has stated that he will not remove those patients who have a long-term relationship with the surgery (i.e. > 5 years). The cull will look at those patients who are in the SN25 area, which is the furthest away from the surgery. Of the 1800 that are in this postcode area, only 130+ will be culled as the majority have a long-term relationship with the surgery. CO questioned the process to support those being culled. HS stated that the surgery would provide a list of those GP surgeries that are prepared to accept new patients. So far only four of the seven surgeries identified have agreed to take patients. More updates at the next meeting.

#### 5. **PPG Forum (standing item)**

KT provided an update on the HealthWatch meeting. Copies of the minutes were circulated and available to the PPG members on the evening. The focus of the meeting was the Family & Friends test. Several Practice Managers expressed their frustration with the level of bureaucracy and the time spent on Family & Friends test. NHS England agreed that the test is not something that needs promoting; each surgery can simply put up a poster with a scan code, or issue paper copies to those who can not access the scan application or the website. HS reminded the PPG that the GPs are contractually obligated to have the F&F test as part of their contract with NHS England. The F&F test will start from 1<sup>st</sup> December 2014.

#### 6. **Fundraising**

Action: PPG members to provide donations in time for the next Educational Evening.

#### 7. **AOB**

KT raised the question with regards to the fund raised by the PPG with no clear communication on what the funds are being raised for. Currently the funds are providing financial support for the Educational Evenings.

#### 8. **Date of next meeting:**

Next PPG meeting will be Thursday 15<sup>th</sup> January at 18:45 hours.

Meeting closed at 20:10 hours



Patient Participation Group

Check with Elaine about survey monkey – need about 200 surveys, about 120 done in paper but how many on survey monkey.

Practice response to the comments on the survey.

Margaret to go to the Evening Advertiser in January

Maximum of 45 in room upstairs

Target pre-menopausal – grey area

Search for hot flushes or vasomotor or people who have asked about it during appointments

PM Update:

NHS England – met after 3 months to see if things had changed. Explained that Dr Peters had been released from his contract, still struggling with sessions. Suggested to extend by 4 months. Mtg tomorrow to present case and allow extension. Quite impressed with business plan including cull of list especially in SN25 area which is why they are suggesting this. Jo Osorio said OTS closed list with Krystina – temporary measure only.

Achieved the temp closure – small reduction in list size. University returners, or babies to households already registered. 120 reduced. 3 letters only appealing about decision. Provided all information to them. Conversation with a patient: I've been with you for 40 years I should have priority.

Feedback in next meeting about extension.

Good that we have a proactive PPG, suggestion is how PPG could work together to publicise the surgery services.

Newsletter – make the big print bit bigger

What percentage of total patients never come to the surgery

40-74 health checks offered

Hot Tots – name given by SSG, well received by people. Been around this year from 5pm to 8pm, NHS England then decided to make it 8am to 8pm. nurse-led assessment service. Moredon Medical Centre, they don't have access to medical records and refer b

Carfax, Clover and MMC – Success Swindon urgent centre – booked appointment only provides extra capacity for urgent appointments. Some clinics are nurse led and some GP lead

Shingles – become 70 and 78 & 79 year olds



Patient Participation Group

NHS Health Checks – working away the list. Target patients appropriately. But can appropriate surgery if you're in the age range

Fundraising = £676.13 would like tombolo successful on flu day. Prizes needed now. Weight of cake idea good.

IPAD dementia now a screening tool directly on internet and memory clinic accept it being a first pass screening tool. Discussion about memory clinic to go into surgeries to do the next part of the screening in GP practice rather than having to wait as there is a 6 month waiting list. Long time for diagnostic. Invite into the surgery on the waiting list to initiate onto medication. Delay can cause problems as its better to get in the medication especially as the meds only give 2-3 years more time. 37 registered here at the surgery, quite a few in care homes. Packs are for at home and being cared by carers.

Money what to do with it? Where is the money going to be used. Redecoration of the surgery? Areas – waiting rooms and toilets. Blocks of 3 seats but took 2 people to get him up. Quote to be sought for 4 seats that are more suitable