



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 9 October 2014 at 18:45 hours**

**Attending:**

(MC) Maurice Cleary – vice Chair  
(HS) Hayley Slatter – Practice Manager  
(RF) Richard Fuller – Treasurer  
(ES) Elaine Sullivan - Secretary  
(KB) Karen Burgess  
(KT) Krystyna Tworek  
(BB) Beryl Bowles

**Apologies from:**

Dr Heaton  
(ML) Margaret Lay – Chair  
(CO) Chris Ockwell  
(TB) Terasa Beach  
(DB) David Bradford  
(SB) Susan Bradford

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)
  - Newsletter (c/fwd from AGM)
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.

**1. Minutes of the last meeting**

Old Town Surgery Patient Participation Group (PPG)

Committee members: Margaret Lay (Chair), Maurice Cleary (Vice-chair), Richard Fuller (Treasurer), Elaine Sullivan (Secretary)



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Minutes of the last meeting were agreed and taken as an accurate record of the meeting.

**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)**

**ML** to compile rota of volunteers from within the PPG to issue forms when patients arrive at the surgery during the busy period In Progress

ML managed to get 35 surveys completed. Volunteers still needed for Tues/Weds/Thurs (AM preferably) as these are better days and timings for the surgery.

**Action:** **KT** to provide dates of availability to attend the surgery re Patient Survey.

### **PPG Objective – Educational Evening**

HS will approach Christine Spencer directly about the 'surviving menopause' Educational Evening in late November. After initial confusion re the speakers, HS managed to locate David Griffiths who is the speaker for the Surviving Menopause event. More to follow at next meeting.

## 3. **PPG Objectives**

3.1 Patient Survey (covered in actions above).

3.2 Educational Evening (covered in actions above).

3.3 Newsletter. KB has volunteered to assist with the newsletter. Action: ES to send copies of previous newsletters to KB. Action: KB to email HS with availability (dates/times)

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

4.1 Further to last month's notes, the Clinical Commissioning Group have confirmed that iPads are not an option to support the Friends and Family test exercise that each GP Surgery must comply with. Instead they are recommending posters are placed in the surgery with a Scan code (for those with smart phones) plus links to the Website. HS confirmed handouts will be available for those without computers or access to the internet.

### 4.2 Care Quality Commission

HS confirmed that the CQC are in the Swindon area presently. Already ½ of the surgeries in Swindon have been inspected. Each surgery will be given two weeks notice before an inspection visit. Part of the inspection will be to speak with a member of the PPG; patients; NHS Choices and so forth. KT, KB, ML and BB have agreed to speak with the CQC should the OTS be inspected. KT asked if there would be a report following inspection. HS confirmed that the CQC website will contain copies of any inspection reports.

### 4.3 Recruitment matters.

HS informed the PPG of the resignation of Louise, the Diabetes nurse who will be leaving the practice on Friday 17<sup>th</sup> October. HS has managed to negotiate with Louise to cover the



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Contraceptive Clinic on Fridays. Louise's departure is a great loss to the surgery as not only did she provide support on Diabetes, but she specialised in Family Planning and was a prescribing nurse.

Dr Aldridge leaves to go on maternity leave on Friday 10 October.

There is also another vacancy in the admin team for a part time administrator. HS has confirmed advertisements are already out for a replacement.

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

Next meeting will be on 3<sup>rd</sup> November. RF/KT have confirmed they will attend.

Action: KT will email HealthWatch to confirm attendance.

**6. Fundraising**

ML has prepared all the tombola and tickets etc for the Flu Clinic. Volunteers will be MC, KT, KB and RF.

Action: HS will update the last Registration form for the Educational Evening to encourage people to register for the 'Surviving Menopause' evening in November.

**7. AOB**

Dot & Bowen Williams. HS/KT mentioned that Mr & Mrs Williams were subjected to a cold call claiming to be from Health Swindon. The caller asked for details about their medication and which surgery they are registered with. HS checked for such an organisation and found nothing. All to be on their guard.

Action: HS to raise awareness at the next PM meeting.

**Carers Coffee Morning**

MC spoke to Maxine O'Brien. New posters should be arriving w/c 13<sup>th</sup> October. HS confirmed the Carers Coffee morning has now changed to Wednesday afternoons. They will be held every 2<sup>nd</sup> Wednesday of the month between 13:30 – 15:30.

Notice Boards. MC volunteered at the previous meeting to take on the challenge of getting the notice boards updated. HS has confirmed the new boards are on order; MC has someone who will fit them. There will be 3 x silver framed board on the 1<sup>st</sup> floor and 4 x wooden framed boards in ground floor reception. As mentioned before, all suggestions are welcome for the notice boards.

**8. Date of next meeting:**

Next PPG meeting will be Thursday 13<sup>th</sup> November at 18:45 hours.

Meeting closed at 19:50 hours