



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 11 August 2016 at 18:45 hours**

Attending:

(MC) Maurice Cleary – Chair
(CO) Chris Ockwell– Vice Chair
(ES) Elaine Sullivan – Secretary
(KT) Krystyna Tworek – Treasurer
(KB) Karen Burgess
(SB) Susan Bradford
(QC) Quentin Clothier (NEW member)

Apologies from:

(HS) Hayley Slatter – Practice Manager
(BB) Beryl Bowles
(TB) Terasa Beach
(RF) Richard Fuller
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
Dr Heaton
Dr Carson

Visitors:

Robert Buckland QC MP

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (& AGM meeting 14th July)
2. Actions from the last meeting
3. Guest visitor(s)
4. PPG Objectives
 - Carer's Cafes
 - GWH Carer's passport
 - Notice Boards
 - Update on speaker for Educational Event
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
 - Flu Clinic date(s)
7. PPG Forum (standing item)



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8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)
10. AOB
11. Date of next meeting – 15 September 2016

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the AGM and July PPG meeting were discussed and agreed.

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

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

Action 1. Done (standing item). ES to discuss with HS offline. Issue with PPG page on website

Action 2. C/Fwd. ES to discuss with HS offline as nothing on website

Action 3. Done flyer on Agenda for feedback

Action 4. Done. 5th October is the confirmed date. Donations to be handed in please

Action 5. Done (see visitor)

Action 6. Done

Action 7. C/Fwd

Action 8. Done

Action 9. C/Fwd

Action 10. CO reviewed survey on behalf of the group. Results showed surgery was trailing behind the national averages on Reception and Appointments, which was disappointed. CO suggested that the PPG wait until the results of the CQC report is published and agree an action plan with the Surgery including the use of a sample survey to retest the patients responses. The PPG agreed this suggested.

3. Guest Visitor – Robert Buckland

Robert attended the meeting to provide an update since we last met.

GP Recruitment - Robert confirmed there is a [good video](#) released on the CCG website to help with GP recruitment. Advert will be going into BMJ careers section soon. Current stats show that 100+ views on the YouTube clip, which is encouraging.

Help for surgeries - At the joint meeting of NHS England and Swindon CCG recently, there were discussions on the creation of a Foundation, which would be set up to provide surgeries with access to a shared 'back office'. Robert is working with Peter Crouch, chair of the CCG re this initiative.

Wichelstowe – Robert confirmed the joint venture has not been signed off by the Council for Wichelstowe and that he is in regular dialogue with the council leads but no hard information on when this will be resolved.

Surgery visits – Robert mentioned he is meeting with several GP surgeries to see what can be



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done to improve waiting times, getting doctors appointment etc. which are the main issues facing surgeries. At a recent visit to Whalebridge surgery, Robert met with Richard Carter (GP) who showed that their surgery's increased use of Practice Nurses was very welcome. CO shared his views with Robert on the lack of updates from the NHS England/Swindon CCG on the 10-point plan. Perhaps the CCG should attend the PPG meeting. [Simon Stevens, Head of NHS England](#) has stated that whilst the NHS is our resource, we should use it sparingly. All patients are encouraged to become more interactive and use the online services (appointment booking, repeat prescriptions) rather than call in to do this.

GWH issues raised by CQC – Robert is working with the hospital to rectify some of the issues raised by the CQC, namely early discharge and care of aged patients.

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.

4. **PPG Objectives**

Carer's Cafes – this was carried forward

GWH Carer's passport – this was also carried forward

Notice Boards. It was agreed at the last meeting in July that HS would source the new Notice Boards and PPG would buy them. MC has confirmed will be able to get his friend to put them up.

Update on Speaker's availability for October Educational Evening. Dr Chaudhry has confirmed she is willing to speak on 5th October for a small contribution (£60) to a charity for Breast Cancer. All PPG members to assist on the day plus CO to be the main contact for radio advertising; ES to cover the papers.

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.

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

none reported this meeting.

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

No PM update due to HS being on Annual Leave.

Chair would like to offer special thanks for the reception staff remaining on site to let the PPG members continue with the meeting in the absence of HS. This was very much appreciated.

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

CO/KT have confirmed attendance at next meeting, which is 22nd August.



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8. Special Interest (standing item)

None this meeting

9. Accounts & Fundraising

KT confirmed that all paperwork (statements etc.) were passed to HS at the last meeting. MC stated that these would be needed for the Accountant to undertake the annual review of accounts. Fundraising was discussed and it was agreed next opportunity would be the Flu Clinic and the Educational Evening on 5th October. All donations are welcome.

It was also agreed that two new chairs would be purchased from the funds. This action is with HS to order chairs; KT will issue cheque to cover on receipt of invoice from the surgery.

10. AOB

Objectives setting for 16/17.

Suggestion to get the virtual members to review the new look OTS website. Members will also look at the CQC report when published for additional objectives.

11. Date of next meeting:

Next PPG meeting(s) will be:

15th September (apologies from Krystyna Tworek)

Meeting closed at 20:05 hours



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Appendix A

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
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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 \(months\)](#)