



Patient Participation Group

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

Attending:

(HS) Hayley Slatter – Practice Manager
(MC) Maurice Cleary – Chair
(ES) Elaine Sullivan – Secretary
(BB) Beryl Bowles
(RF) Richard Fuller
(SB) Susan Bradford

Visitors:

Apologies from:

(CO) Chris Ockwell – Vice Chair
(KT) Krystyna Tworek - Treasurer
(KB) Karen Burgess
(CW) Chris Watts – Cllr/patient
(NW) Nadine Watts – Cllr/patient
(TB) Terasa Beach
(RU) Ron Underwood
Dr Heaton/Dr Carson
MP Robert Buckland QC

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Guest visitor(s) – n/a
4. PPG Objectives
 - Swindon CCG/NHSE Update on GP Workforce plans
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
7. PPG Forum (standing item) – 3rd February
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)



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10. AOB

11. Date of next meeting – 10th March

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the November meeting were discussed and agreed.

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

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

Action 1. Done.

Action 2. On Agenda

Action 3. Done.

Action 4. C/Fwd

Action 5. KT and 2 staff members have volunteered to date. Susan can cover if no visitors at Carers Cuppa. C/Fwd

Action 6: Done. ES to liaise with Andrew Timlett/Contact Swindon Advert

Action 7: Agenda item

Action 8: Done. HS to contact secretaries to ascertain the consultant's availability.

Action 9: Done. HS laminated posters ready for display. RVS transport, number is incorrect. MC to provide correct number.

3. Guest Visitor – n/a.

4. PPG Objectives

Swindon CCG/NHSE Update on GP Workforce plans. This was suggested as Agenda item as NHS England confirmed they would have a quarterly update, which is now overdue. **Action:** ES to email Debra Elliott at NHS England for an update.

5. Complaints handling (new item)

None this meeting.

6. Practice Manager's update (standing item)

PPG member, Ron Underwood. HS had heard from Ron who has now moved to Shrewsbury and therefore will leave the PPG. All PPG members would like to thank Ron for his support.

Recruitment. Dr Rob Nixon is joining the Surgery and will be covering 5 sessions a week. He will be a salaried GP for two years. Dr Nixon was previously at Ashington House.

Practice Website. This is in design stage. HS and Jackie from the surgery will have in-house



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training. Hope to have the website ready for review at next meeting.

Family and Friends test – Monkey Wellbeing pilot. **Action: PPG** members to email what they can do in term of volunteering to support the surgery with this pilot (*Monkey Wellbeing*).

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

SB/RF attended the last meeting. Most of the session was taken up discussing the Family and Friends test. OTS has a poor reporting record for the test and hence the pilot. Suggestions to get more forms completed are:

Questionnaires on seats in waiting area (Clipboard/pen)

Add F&F test to the electronic check-in.

Most of the attendees struggled with the value of the Friends and Family test. **Action: ES** to send letter to NHSE/Swindon CCG/HealthWatch to find out what the value of the F&F test is, what happens to the results and what actions happen as a consequence. **Action: ES** to email Cllr Watts re question raised at Health Overview and Scrutiny Committee.

PPG Terms of Reference. Attendees were asked what help is needed to support PPGs to improve their effectiveness, perhaps training. Robin Butcher from CCG was in meeting and has agreed to visit the OTS PPG.

Action: HS to call Robin Butcher from Swindon CCG and invite to PPG meeting.

Action: HS to contact electronic check-in to see if questions can be added to screen.

HealthWatch suggested that there is a meeting of just the PM and PPG Chair.

HealthWatch will be taken over by The Care Forum.

8. **Special Interest (standing item)**

Nothing this meeting.

9. **Accounts & Fundraising**

HS has the invoice for the medical equipment. Good news – as the equipment was purchased from one organisation, all items were greatly reduced. The total is shown below:

Vitalograph COPD respiratory monitor	£132.00
Digital Hand Held oximeter	£345.78
Paediatric probe for oximeter	£ 78.90
Total	£556.68

The equipment is now on the premises.

10. **AOB**

Carers. OTS still struggling to get carers in to the Carers cuppa, which may be because there is no community feeling about the surgery due to where it is located, however Wroughton has that sense of community. There have been some suggestions to find new locations, which can be



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shared by several surgeries/carer groups. Maxine O'Brien is leaving the Swindon Carers, replacement to follow.

Action: MC to contact Diane Barkham and to liaise with hospital groups re carers ideas

11. Date of next meeting:

Next PPG meeting(s) will be:

10th March

Meeting closed at 19:50 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
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 \(months\)](#)