



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 15 January 2015 at 18:45 hours**

Attending:

(ML) Margaret Lay – Chair
(MC) Maurice Cleary – vice Chair
(HS) Hayley Slatter – Practice Manager
(RF) Richard Fuller – Treasurer
(ES) Elaine Sullivan - Secretary
(CO) Chris Ockwell
(DB) David Bradford
(SB) Susan Bradford

Apologies from:

Dr Heaton
(KB) Karen Burgess
(KT) Krystyna Tworek
(BB) Beryl Bowles
(TB) Terasa Beach

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 feedback)
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 discussed and accepted as an account of the meeting.

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

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

Patients survey. KB confirmed recorded 120 responses. ES confirmed 14 replies via Survey Monkey. HS stated that approx. 15 new surveys are in reception for data entry.

Action: ES to produce an interim report by next meeting to allow the PPG to decide whether to continue with the survey and request more responses.

Fundraising. At the last meeting there was a proposal for individual chairs to be purchased for the elderly/disabled, which had arm rests and were higher seating position. HS had investigate the option of adding arms to the existing chairs, which was relatively cheap, however the PPG were keen to see a quote for the other individual chairs.

Action: HS to get quote for individual chairs. RF confirmed that the tombola raised £25 at the last Educational Evening and the pot now stands at £701.

3. PPG Objectives

Patients Survey. Covered in Action above

Educational Evening. ML confirmed that Chris Pearce, Consultant nurse was interviewed by BBC Wiltshire, which MC confirmed was included on the GWH bulletins and was very useful.

The group commented on the feedback, which overall confirmed the evening was a success.

Feedback received suggested that the presence of the photographer was not appreciated. The PPG have discussed not having the photographer present for the next event(s) for the time being.

ES commented that whilst the Educational Evening went well, it felt like the PPG representatives needed more direction in their roles on the evening.

Suggestions for next event. Healthy Living (Exercise, Nutrition, Smoking, Alcohol).

Action: MC has agreed to be the communication conduit between PPG and GWH for future events and to ensure swapping of event information.

Action: ES to circulate a matrix with suggested roles and responsibilities so it is clear who covers what in terms of making the event a success.

Action: HS to investigate speakers on Health Living for the next Educational Event. Provisional dates w/c 13 April 2015.

4. Practice Manager's update (standing item)

Online Patient Registrations. New service will allow patients to use this service initially to request repeat prescriptions but eventually will allow online booking of appointments as well as online ordering of prescriptions. CO questioned why the need for identification for registration purposes. HS assured CO that this is to ensure that the patient registering is the actual patient as patient information will be visible on the system when registration complete. As from 1st April all registered patients will be able to make online appointments. The new system will also provide the surgery with a mechanism for capturing the email addresses of its patients. Patients



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will have a login to the service. HS confirmed that the service would not 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 those who are unable to book online. Once a patient has made an appointment, the system will be able to send an SMS/text message to remind them of their appointment, which is hoped will help reduce the DNAs.

Information about the new online service will be broadcast via the Pharmacies, attached to the paper prescriptions, via the Newsletter and website as well as a mass mailing to all patients with email addresses.

5. PPG Forum (standing item)

ES circulated the email from Jo Osorio re the PPG Forum TOR. All PPG members are asked to review and feed comments back to Jo at HealthWatch. At the time of the meeting, it was unclear when the next meeting will be held.

6. Fundraising

Covered above. Current funds are £701.

7. AOB

MC raised the issue of the notice boards, as some remain outstanding.

Action: HS to contact George to escalate this.

8. Date of next meeting:

Next PPG meeting(s) will be:

Thursday 12th February

Thursday 12th or 19th March

Thursday 9th April (before next Educational Evening)

Meeting closed at 20:15 hours