



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 9 April 2015 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(HS) Hayley Slatter – Practice Manager  
(SB) Susan Bradford  
(KB) Karen Burgess  
(BB) Beryl Bowles  
RF) Richard Fuller – Treasurer  
(MC) Maurice Cleary – vice Chair  
(ES) Elaine Sullivan - Secretary  
(CO) Chris Ockwell  
Dr Maggie Carson  
(RU) Ron Underwood

**Apologies from:**

(TB) Terasa Beach  
(KT) Krystyna Tworek

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the last meeting
2. Actions from the last meeting
3. PPG Objectives
  - Educational Evening
    - Action updates
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**

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 March meeting onto the PPG page on the surgery website.

Old Town Surgery Patient Participation Group (PPG)

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



Patient Participation Group

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

Patients survey Interim report. Interim report available at the meeting for discussion (see agenda item 3).

**Action: TB** to include details of the new chairs in the Exec Summary report (see Patient Survey feedback). This action carried forward

## 3. **PPG Objectives**

Educational Evening. Healthy Living (Exercise, Nutrition, Smoking, Alcohol). The PPG agreed to postpone the April event and proposed 20/27<sup>th</sup> May as an alternative date.

HS will contact the relevant speakers to confirm acceptance of the new date and will email the PPG so media and poster activities can commence.

**Action: HS** to book speakers – [Post meeting] Date confirmed as 27<sup>th</sup> May. Room and one of the speakers confirmed so far.

HS has re-circulated the two posters / registration form - done.

### **Actions for the evening:**

- ES to email patients who have attended previously.
- ALL - Tombola donations required and bring in on the next meeting or leave at surgery
- ML to contact the Evening Advert re a new article
- Posters – half a dozen to everyone to distribute out
- Prep for tombola –Hayley/Margaret have already prepped 30 prizes
- Ron to assist with anything needed on the day
- Fans to be provided because of the temperature in the room
- Photographer not required
- Handouts to be provided by the presenters
- ES to email HealthWatch for inclusion on website
- MC to advertise the Education Evening on the Hospital Intranet
- ML to update the Chairperson's report with new date

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

Newsletter. HS circulated the current version of the Spring Newsletter and requested feedback from the PPG. CO observed that the article on the Online prescription service did not mention the future potential i.e. online appointments.

Online prescription service. HS commented that the registrations are progressing. There are a few 'user' issues, which are being addressed but so far very positive feedback from staff and patients to the new service.

End of year report. HS distributed copies of the Chairperson's end of year report, which will be circulated at the AGM. The AGM is scheduled for Thursday 16<sup>th</sup> July.



#### Patient Participation Group

New chairs. ML/MC gave feedback on the new Chairs. Patients have confirmed it's been beneficial for them and all patients appear to be respecting the advice re who the chair should be used by. ML handed over the cheque to HS for the purchase of the chairs. There was some discussion within the meeting as to whether it was a good idea to buy more chairs. It was agreed to wait for a while and see if the need arises. MC commented that the last minutes stated that the surgery would be purchasing four chairs, however, the OTS only purchased two. **Action: ES** to amend the minutes to reflect the decision taken to purchase just two chairs.

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

HS confirmed that the notes of the last meeting are to follow. There is no news of the next meeting date as yet. Briefly the meeting covered the following:

Terms of Reference

Discussions about GP practices and patient size. There was some conversation around limiting/closing lists. To confirm only OTS and Abbey Mead have closed lists. NHS England has confirmed an extension for OTS.

Dying Matters (22/05)

There was some discussions around the CQC inspections. Peter Crouch, who is head of the Swindon CCG and also GP for Taw Hill surgery; the surgery received a poor inspection report. Eldene surgery also received a poor report, details of which were published in the Swindon Advertiser on [March 28 \(page9\)](#). Eldene surgery has been picked up on several regulations.

Bob Buckland, MP for Swindon has been meeting with the surgeries for feedback. Lawn Surgery commenting on the sensationalising of the CQC report in the press. HS confirmed the next batch of inspections will be in June, however, Swindon is not in the next batch.

HS gave assurances to the PPG that the surgery will be prepared for the inspection when it comes and positive actions are already being taken to ensure that the 24+ protocols which form the CQC inspection are being reviewed and checked. The CQC will provide notice of their arrival and will wish to see a member of the PPG.

#### 6. Fundraising

Covered above. Funds now stand at £554.61 after the purchase of the chairs and a small £0.12 tax payment.

HS was asked for some posters for the tombola. All PPG members are asked to bring in prizes, although it was noted that over 30 are ready for the next Educational Evening.

#### 7. AOB

- Dementia week at GWH– 18<sup>th</sup> May
- Reception has been repainted and this was well received.
- Carer Liaison Officers. It was confirmed that SB/ML would jointly be the Carer Liaison Officer for OTS. Both will be attending an induction course on Monday 13<sup>th</sup> April. At a



Patient Participation Group

recent meeting SB/ML discovered that there are opportunities for PPGs to receive funding from Swindon Borough Council. The funding is called Grass Roots. It is possible to receive grants of up to £1,000. Action: HS to check the criteria and contact Swindon Borough Council to see if the OTS PPG qualify.

**8. Date of next meeting:**

Next PPG meeting(s) will be:

Thursday 14<sup>th</sup> May

Educational Evening 27<sup>th</sup> May

Apologies from Karen Burgess for the next meeting

Meeting closed at 20:07 hours