



Old Town Surgery  
Patient Participation Group  
Meeting 9 January @ 18:45

Attending:

(ML) Margaret Lay – Chair  
(RF) Richard Fuller – Treasurer  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(KT) Krystyna Tworek  
(MC) Maurice Cleary

Apologies from:

Dr Carson  
(BB) Beryl Bowles  
Karen Burgess (new member)

Virtual/non attending membership  
(email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Practice Manager's Update (standing item)
4. Open Evening (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 agreed and taken as an accurate copy of the meeting.

ACTION: HS to upload a copy onto the PPG page on the surgery website.



## 2. Actions from the last meeting

Dementia screening tool. HS contacted Cantab mobile with regards to arranging a visit to the Reading surgery, which currently uses the dementia screening software. HS was advised that all feedback on the product would be provided via Cantab. Currently this feedback is outstanding.

NHS Patient Information leaflet – pdf version. The surgery has agreed to reproduce aspects of the leaflet within a separate surgery newsletter. Suggestion that this be reviewed by the virtual membership and produced annually. The annual newsletter would include important emergency numbers and be issued during the Winter period.

Hearing loop. HS confirmed that there has been no response from Mr Giles (patient). HS has another patient who may consider testing the equipment. MC volunteered to contact Carol Orow, the Volunteers Manager at the GWH, to see if we can arrange for their “tester” to come along and check out our loop at the surgery. Update at the next meeting.

MC asked whether ML had heard anything else from Stephanie Burrows, Eldene PPG member who asked whether ML could attend the Eldene PPG team meeting to give advice on how to set up an effective PPG. ML confirmed that there had been no further communication. Copies of the PPG minutes are sent to Stephanie and as agreed, the OTS PPG recommendation is that members of Eldene PPG should attend one of the OTS PPG meetings, which may be more productive.

Progress report on PPG fundraising. ES prepared a letter to be sent to all contributors, which provided an update on the current situation with regards to fundraising etc. Letter was reviewed and a few amendments suggested. ES to revise and reissue before next meeting.

Fundraising. There was a suggestion for ML to attend the Coffee morning. This was too short notice. Next opportunity will be the Carers coffee morning, which is on February 3<sup>rd</sup> between 10am – 12noon at the surgery. ML handed over an envelope with a donation from her son, Stuart who very recently took promotional photos at the Men’s Health Open Evening. The envelope contained £25, which was given to RF for banking.

**ACTION:** ES/HS to produce the Surgery newsletter/surgery patient information leaflet.

**ACTION:** MC/HS to get volunteer(s) to test the surgery’s hearing loop.



ACTION: ES to update the progress report to be sent to the contributors on the current state of play re fundraising

ACTION: ML to attend Carers coffee morning (if possible) for fundraising opportunity.

ACTION: ES to write a letter of thanks to Stuart for the donation of £25

### **3. Practice Manager's update**

HS confirmed that there will be a newsletter issued in early 2014 and discussed content. Suggestions included feedback on the last Open Evening; advertising the next two Open Evening topics (Feb/May). JO stated that the newsletter could be included in the HealthWatch bulletins.

HS updated the PPG on the latest re the current GPs. Dr Basterfield will be leaving some time in the summer and Dr Carson is on maternity leave. The surgery is currently advertising in the BMJ and further updates will be given at the appropriate meetings.

### **4. Open Evening (standing item)**

Diabetes Open Evening.

HS has been in discussion with Dr Vaks. He is currently running joint clinics with practice/diabetes specialists and patients, which is impacting on his availability. He is currently tied up until May 2014. Suggestion is for the next Open Evening to be held with the Diabetes nurses giving the talk on Type 2 diabetes. This way we could hold two meetings, one on Type2 and then a second meeting with Dr Vaks on Type1 diabetes when he has some spare dates in his diary.

MC can get plenty of leaflets re diet and exercise to support the Type2 diabetes talk.

Men's Health feedback report.

PPG discussed the feedback report following Mr Beck's presentation. Some excellent feedback was received and the format of the report was well received. Suggestions re room set-up were discussed. HS confirmed that there is a reception on the first floor, which may be better than the main reception (noise/interruptions) if the Lift Psychology meeting room is not available. A suggestion was made for the electronic notice board in reception to be used to advertise the Open Evenings. HS will issue a 'thank you' letter to Mr Beck along with a copy of the feedback report.



#### Women's health Open Evening

PPG reviewed the questionnaire and made some suggestion for its improvement. Also discussed the option to hold two meetings covering this big topic split by Under 50s/Over 50s as this may be more relevant to the patient group.

#### Calendar of events

This action is still outstanding. Need to update the PPG page on the surgery website with a simple calendar of events showing the forthcoming Open Evenings and also any key meetings at GWH. MC has left message with GWH for the latest update.

ACTION: HS to book the diabetes nurses for a February Open Evening, plus contact the agencies and services locally for their involvement in the Open Evening.

ACTION: HS to send a 'thank you' letter to Mr Beck with a copy of the report.

ACTION: MC to get leaflets for the diabetes event.

ACTION: ES to update the questionnaire and recirculate before next meeting.

ACTION: HS/ES to produce Calendar of Events for PPG webpage

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

There was no update on the PPG forum. JO has not advised us of the date for the next meeting.

#### 6. Fundraising

Aside from the Open Evenings, the next opportunity for fundraising would be the bi-monthly Carers coffee mornings. The next one is scheduled for 3<sup>rd</sup> February between 10am – 12noon. ML to attend.

#### 7. AOB.

No AOB at this meeting.

#### 8. Date of next meeting:

Next PPG meeting will be Thursday 6 February 2014 at 18:45.

Meeting closed at 20:00