

Old Town Surgery
Practice Participation Group
Meeting 11 October 2012 18:45

Attending:

(HS) Hayley Slatter – Practice Manager
(JG) John Grieg
(BB) Beryl Bowes
(ML) Margaret Lay – Vice Chair
(ES) Elaine Sullivan – Secretary
(RF) Richard Fuller – Treasurer
Dr Maggie Carson

Apologies from:

(AF) Audrey Fry
(GP) Gillian Pearce
(KT) Krystyna Tworek
(MH) Michele Hayes – Chair
Dr Ben Basterfield – Practice GP
(VC) Vivien Craig

Agenda

1. Minutes of the last meeting
2. Review taxi firm (tariffs)
3. Do IT.org website
4. 2012 questionnaire
5. OTS website & triage nurse – update
6. AOB
 - a. Flu clinic
 - b. Purton update (JG/HS)
 - c. Raffle
 - d. LINK meeting
7. Date of next meeting

Welcome

Vice chair welcomed members to the meeting

1. Minutes of the last meeting.

Minutes of the last meeting were agreed as an accurate reflection of the last meeting.

2. Taxi presentations – tariff updates

ML updated the core team on the information gathered so far. Tariff has been provided by SN1 and United. No responses from Cross Street or Swindon Commercial Services. HS informed the PPG that the GPs did not think it was a good thing to have a phone line installed as this took away patient's choice.

Action: HS confirmed that surgery will provide SN1's number if a patient needs a taxi firm. No further research is required.

3. Do-IT.org website

As the Chair was unable to attend the meeting, it has been agreed to put this back to the next meeting (2nd time).

4. 2012 questionnaire.

HS distributed the latest version of the questionnaire as approved by the GPs. This will be distributed to all who come to the surgery. An online version will be created and issued by the PM where appropriate.

Action: ES to create an online survey from the approved questionnaire.

5. OTS website & Triage nurse

HS updated the PPG with the current status of the website. This has been offline recently but running again.

Action: HS to update the PPG on the new information on the website. PPG to review the website and particularly the Triage section.

6. AOB

Purton update – Meeting of the PPG members across Wiltshire.

Purpose of the meeting was to share best practice and discuss new ideas on what PPGs are doing to improve the patient's experience within their surgery.

The Purton PPG ran clinical education evenings where local consultants held meetings with patients on various topics. These have attracted good numbers and raised awareness within the location.

Dr Carson suggested that OTS PPG could double up with another surgery to run similar events. HS agreed that such an event could be organized and using LINK and U3A could attract much publicity. HS also stated that one of the rooms above the surgery could hold 40-50 people which would be sufficient for a meeting of this kind.

The PPG also get involved in the flu clinic. This is something OTS PPG have already agreed to do. The local Rotary club provides sponsorship of a minibus which picks up patients around the villages.

The PPGs runs a Good Neighbours scheme, which identifies patients who may need help (recently bereaved etc.) and provides support.

Flu Clinic - The next flu clinic is being held on 20 October. Volunteers from the PPG are required on the morning. HS will design a flyer or re-use previous PPG

flyers for the event and already has the flu jab info. Dotty will be attending from Wiltshire Fire Service to discuss free fire checks for vulnerable patients.

Action: HS/BB/JG/ML to be at the surgery on 20th at 8:30 to assist with the clinic and raise awareness of the PPG.

LINK meeting – BB updated the group on the LINK meeting. It was not a particularly constructive meeting, but the new Chair will no doubt resolve this for future meetings. There was low motivation and enthusiasm from the attendees. BB mentioned that several surgeries had only virtual members and some practices have been unable to have a PPG because they had no suitable meeting room in the practice. BB expected to gain more information from the meeting however it ran over the allocated time so was brought to an end very quickly.

OTS PPG also has virtual members and we need to ensure that they are as engaged with the PPG as other core members.

Action: ES to circulate minutes of the LINK meeting to the members; an email has been sent to Jo Osorio and Barbara Penchard for the electronic copies.

Raffle – ML has made a fantastic start to the PPG raffle by collecting and buying over a dozen items. It was agreed to run a tombola at the Flu clinic to get the fund-raising started. All PPG members were invited to bring more gifts and prizes to help with this.

Action: PPG members to donate gifts to the OTS surgery before Saturday 20th October.

7. Date of next meeting:

Next meeting of the PPG will be Thursday 8 November.