

**Old Town Surgery**  
**Practice Participation Group**  
Meeting 13 September 2012 18:45

**Attending:**

(HS) Hayley Slatter – Practice Manager  
(JG) John Grieg - Treasurer  
(ML) Margaret Lay – Vice Chair  
(ES) Elaine Sullivan – Secretary  
(AF) Audrey Fry  
(RF) Richard Fuller

Apologies from:

(GP) Gillian Pearce  
(KT) Krystyna Tworek  
(MH) Michele Hayes – Chair  
(BB) Beryl Bowes  
Dr Ben Basterfield – Practice GP  
(VC) Vivien Craig

**Agenda**

1. Minutes of the last meeting
2. Review taxi firm offering, includes Q&A after each session
3. Do IT.org website
4. Review of the 2011 questionnaire
5. Feedback on the Constitution
6. Triage nurse – review of literature
7. AOB
8. Date of next meeting

**Welcome**

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. HS confirmed that the infection control rules allow for wipe clean toys to be in the surgery providing they are cleaned daily. The group discussed the idea of a raffle to raise funds for the toys and also a Christmas raffle.

HS circulated copies of the minutes from the LINK meeting. There is another LINK meeting scheduled for 19 September with BB as the confirmed attendee. Also the Purton meeting is soon and JG and HS will be the attendees.

**Action:** PPG team to think of raffle prizes. Also to review the notes from the LINK meeting.

## **2. Taxi presentations**

SN1 presented information to the PPG. They have offered to set up an account for the PPG and to contribute 10p for every booking via the surgery. They currently have 130 vehicles available to them; several wheelchair friendly black cabs and minibuses. As their drivers are self employed they cannot offer a discount on their standard rates. They are:

£3 for the first ½ mile

£3.80 upto 1 mile

£4.50 1.1 – 1.6 miles

then £1 per mile

SN1 are prepared to install a phone which dials their office directly, at no cost to the surgery.

**Action:** ML to obtain quotes from the other taxi firms that she has approached (Cross Street/Swindon Commercial). ES to email and thank them for attending and to get their quotes in writing.

## **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.

## **4. Review of the 2011 questionnaire.**

New GMC questions have been received. HS to compare these to the proposed 2012 survey and then recirculate. The PPG team members to review and give feedback by 28 September. Once approved an online version will be created for email circulation to those patients who email the surgery.

**Action:** HS to update the survey.

**Action:** Members to submit comments on the questionnaire by COP 28/09.

**Action:** ES to create a survey monkey from the approved .

## **5. Feedback on the constitution**

No amendments were suggested on the constitution. JG proposed adoption by the PPG. This was seconded by ES. Minutes record that the Constitution and Code of Conduct are unanimously accepted.

## **6. Triage Nurse – review of literature**

The Triage nurse has produced a biog and a list of the top ailments, plus a focus on what she covers in a more positive light. There is a PM meeting on 21 September and the team will discuss her role. HS will update the OTS website with details of the Triage nurse.

**Action:** Members to review the content of the website after 19 September [www.oldtownsurgery.com](http://www.oldtownsurgery.com) . Post meeting update – ‘Please note that there

have been some issues with the website which should be rectified after 2<sup>nd</sup> October, but HS will let us know when we can check this. [ES 03/10/12]

**7. AOB**

ML provided badges for the PPG members to wear at all meetings. HS to get them typed up.

BB asked for all papers to be pdf'd in future as this makes them more accessible for the members.

JG will shortly be moving to Pembrokeshire as they have sold their property. The group wished him luck and RF volunteered to be the new Treasurer. JG will come to the next meeting.

A new member has registered with the PPG. An email will be sent to invite her to the next meeting. The new member is Claire Higlett.

**8. Date of next meeting:**

Next meeting of the PPG will be Thursday 11 October.