

**Old Town Surgery  
Practice Participation Group  
Meeting 15 August 2013 18:45**

**Attending:**

(ML) Margaret Lay – Chair  
(TB) Terasa Beach - Vice Chair  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(BB) Beryl Bowles  
(KT) Krystyna Tworek  
Dr Maggie Carson  
(MC) Maurice Cleary

Apologies from:

(RF) Richard Fuller – Treasurer

Virtual membership  
(email only)

**Agenda**

1. Welcome and apologies
2. Minutes of the last meeting
3. Action from the AGM
  - a. Objective setting
4. Literature review
5. FAQs
6. Practice Manager's update
7. Minor Ailments Scheme
8. Calendar of Events, plan for Open Evening
9. Open Evening, update on speakers
10. AOB
11. Date of next meeting

**1. Welcome and apologies**

Apologies were given for the meeting.

**2. Minutes of the last meeting.**

Minutes of the last meeting were reviewed. Suggested change to item 3 concerning the hospital surveys that are being conducted.

**ACTION:** ES to update the minutes for uploading onto the PPG webpage

Item 5 Practice Manager's update. The groups discussed the possibility of an automated call handling system to deal with the large number of calls to the surgery, which was reported at the last meeting. Need to strike a balance between a system providing you with information on where you are in the system versus the personal touch.

**ACTION:** HS to raise at next PM meeting (16/08) plus review options with phone suppliers, discuss with other surgeries.

### **3. Actions from the AGM – Objective setting**

#### ***Review of the Old Town Surgery literature.***

Several members had reviewed the documentation. Further comments were collected at the meeting. The review is also an opportunity to improve the education of the patients in terms of the services on offer (Triage nurse).

The virtual members were asked to join a 'Readers Panel' which would be used to review any documents or website that the surgery produces. Bowen Williams has volunteered and will report back on 5 September (via ES) with his comments.

Suggestion that the newsletter be generated as a pdf document which could be emailed to all patients whose email address is registered with the surgery using a noreply email address.

**ACTION:** HS to investigate setting up a noreply email address for circulating newsletters and important announcements

**ACTION:** HS to pass on the comments to the GPs for consideration.

**ACTION:** ES to update the newsletter, Wessex LMC leaflet by next meeting.

#### ***Set up more Open Evenings***

Previously the suggestion of a talk on men's health/prostate issues would be the subject of the next Open Evening. Dr Heaton has strong links with Mr Iacovou.

**ACTION:** HS to speak to Dr Heaton ref Men's Health talk (Monday 19 August – decision)

**ACTION:** ES/HS to review the material used for the last Open Evening; design new leaflets ("Talking about Men's Health"); review checklist and Press Release.

**ACTION:** ML/HS to explore the advertising and publicity opportunities including:

- Evening Advert
- BBC Wiltshire Sound
- 105.5 Swindon Radio
- LINK/HealthWatch

### ***Reducing DNA (Did not attend)***

It was agreed that a pilot should be conducted at the surgery with the aim of reducing the DNAs. The pilot would run for three (3) months and be reported widely to the patient community. Currently those who DNA three times receive a call from the Practice Manager threatening to remove them from the surgery's patient list.

**ACTION:** ES to write up the full proposal for consideration by the GPs.

#### **4. Literature review (covered in AGM point)**

#### **5. FAQs**

First draft of FAQs circulated at the meeting. More input required from the Triage nurse and the GPs. FAQs are intended to answer the questions raised in the Annual survey.

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

HS/MC went to the GWR meet and greet meeting re the pilot, which OTS will be the pilot surgery involved in this six month project. Wren Out Patient clinic will be running the pilot and the Out Patient manager is really keen on making this a success. Month meetings have been set up during the implementation period. Carol Orrow is instrumental in organising this.

**ACTION:** HS/MC to keep the PPG updated on progress

#### **7. Minor Ailments Scheme (KT)**

KT updated the PPG on the scheme that operates in London. If someone has a repeat prescription this is lodged with the pharmacists and the patient is registered with them for this medication. The Electronic Prescription Service (EPS) is being phased in within Swindon. Phase I is a barcode on all prescriptions. This has been implemented. Phase II is pending, awaiting the pharmacies readiness. OTS is ready to go. Swindon CCG need to pursue the pharmacies.

Item of note. Boots are opening a pharmacy at the hospital (Old Clover centre).

#### **8. Calendar of events, plan for the evening.**

This was discussed during the review of the minutes.

**ACTION:** Production of the calendar of events to be carried forward.

#### **9. Open Evenings/update on speakers**

The PPG considering further Open Evenings with subjects such as:

Diabetes, Pain management etc.

**ACTION:** Standing item on the agenda

**10. AOB.**

HealthWatch meeting is set for 3 October 11am -1pm. HS, ML and KT(?) are likely to attend the next meeting.

**ACTION:** HS to put something together for the next PPG Forum meeting

Receipts for speakers. MC raised this topic again. As the PPG raises funds via the patients/members of the public, an audit trail of where the money is being spent should be kept to show what we do with the money. All in agreement

**ACTION:** To be discussed with RF when return from holiday.

Donations for next tombola. All donations welcome. Use the flu clinic in October as the opportunity to raise more funds for the Open Evenings. Donations to be left at the surgery with HS.

**11. Date of next meeting:**

Next PPG meeting will be Thursday 19 September at 18:45.

Meeting closed at 20:45