



**Old Town Surgery**  
**Practice Participation Group**  
Meeting 19 September 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  
(MC) Maurice Cleary

Apologies from:

(RF) Richard Fuller – Treasurer  
(KT) Krystyna Tworek  
Dr Heaton

Virtual membership  
(email only)

**Agenda**

1. Minutes from the last meeting
2. Actions from the last meeting
  - a. See actions
3. Practice Managers Update
4. Open Evening, update on progress
5. AOB
  - a. PPG Forum – HealthWatch meeting 3 Oct 2013
6. 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.

**3. Actions from the last meeting**

***Automated phone answering.***

HS confirmed that the surgery have discussed the various options available on the market, however these are very expensive solutions. Other surgeries use an automated check in service.



HS has revisited the options available from the current supplier and awaiting a quote for the call waiting service. In the meantime the current supplier has offered a three month trial of the text reminder service. This is being considered along with the DNA pilot proposal.

### ***OTS literature review***

The following documents have been reviewed:

- Patient Charter handout
- Newsletter
- Practice leaflet
- Website and PPG page.
- Fact sheet about GP (Wessex LMC leaflet)

Many thanks to Bowen Williams who provided valuable feedback on the OTS literature, and the comments have been incorporated in the above.

The surgery has agreed to set up a no-reply email address. Suggested email text to be sent to HS. Email address to be 'OTSnoreply@nhs.net'

**ACTION:** ES to provide example text.

ES had updated the last newsletter however this was not received by HS.

**ACTION:** ES to resend the suggested newsletter to HS

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

It is looking likely that the evening will be end of October/early November for Mr Iacovou or an alternative speaker Mr Becks.

The Open Evening literature was reviewed at the meeting. The registration form needs to include Dementia in the list of topics. Suggestion that photographs are taken at the next Open Evening, with the registration form including a permission slip/opt out.

ML volunteered her son for the photography.

**ACTION:** HS to confirm speaker and advise PPG members. [POST MEETING – date has been put forward. Monday 11<sup>th</sup> November, 6 – 8pm]

**ACTION:** ES to update the registration form as per the recommendations of the PPG.

**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)***

HS reviewed the states to get an accurate picture of the DNAs. This review has highlighted that DNAs are not being recorded consistently by the GPs. The DNA pilot proposal paper was accepted, subject to minor changes.

**ACTION:** ES to amend the proposal paper and recirculate w/c 23 September for review/sign-off by the GPs.

#### ***AOB***

ES clarified the action for HS. HS to produce an update on the OTS PPG for the next HealthWatch meeting. C/Fwd

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

Dementia screening tool.

As discussed previously, there is an iPad dementia patient screening tool on the market to support Dementia Awareness campaign. OTS will receive a demonstration on the product on Wednesday 2<sup>nd</sup> October at 1pm, which may lead to a month's trial. MC/ML would attend.

**ACTION:** HS/ML/MC to attend demonstration and update PPG members at next meeting.

Flu Clinic.

This has been booked for Saturday 5th October at 9am. PPG members are asked to attend from 8am. The flu clinic is a good opportunity to raise awareness of the PPG and also raise funds for the iPad. The lessons learnt from the last Open Evening suggested that all preparation re tombola should be done at least a day before it takes place. All PPG members are asked for donations and assistance in getting the prizes ready.

**ACTION:** ML/BB suggested that they are able to attend on Saturday 5<sup>th</sup> October. PPG members to bring in donations.

GP Extraction Service (GPES).

Government drive, care record service. Patient information being uploaded onto the data spine. GPs were previously advised that the data uploaded will be anonymised however it has been confirmed that personal identifiable data (PID) will be uploaded. The PID will be NHS number, sex, postcode. It has been made clear that they don't need to ask permission, the data will be uploaded.



Surgery are not happy about this and will be raising awareness with patients. There will be a system put in place whereby patients who wish to opt-out can be flagged on the computer to prevent their records from being uploaded.

Data will be uploaded from end of October. HS has raised this to the Information Governance lead. A new leaflet will be circulated which covers the use of patient data, which will be attached to the new NHS England flyer.

**5. Open Evenings/update on speakers**

This was covered in the 'actions from the last meeting'.

MC has been in touch with Maxine Curtis with regards to her talking on Pain Management.

HS is attending a service redesign for Diabetes. An update will be provided at the next meeting. The Diabetes will be looking at free Very Low Calorie Diets (VLCD) for the Type 2 diabetes which is usually managed through diet, with counseling being offered by Lift Psychology Services on 2<sup>nd</sup> floor of the surgery.

**ACTION:** HS to update re Diabetes service redesign meeting.

**6. AOB.**

HealthWatch meeting is set for 3 October 11am -1pm. HS, ML and KT are attending the meeting.

**ACTION:** HS/ML/KT to provide a report at the next meeting

Urgent nurse & GP service. Old Clover centre (old walk-in centre). This is a 24/7 service.

Wiltshire Care Co-ordinators. MC raised this topic. HS confirmed that Maxine O'Brien as the GP liaison person which is more specific to Swindon, whereas the Wiltshire Care Co-ordinators is more general for all of Wiltshire.

Dr Basterfield. HS informed the PPG that Dr Basterfield will be leaving the practice in Feb/Mar next year and will be moving his family to Plymouth. The surgery (and patients) will miss him tremendously. Recruitment to replace him is underway.

**7. Date of next meeting:**

Next PPG meeting will be Thursday 3 October at 18:45.

Meeting closed at 20:30