

Old Town Surgery
Practice Participation Group
Meeting 27 June 2013 18:45

Attending:

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

Apologies from:

(TB) Terasa Beach - Vice Chair
(BB) Beryl Bowles
Dr Heaton
Dr Ben Basterfield

Virtual membership
(email only)

Agenda

1. Welcome and apologies
2. Minutes of the last meeting
3. PPG Forum meeting
4. Dementia pilot
5. Practice Manager's update
6. AOB
7. Date of next meeting

1. Welcome and apologies

Apologies were given for the meeting.

The Chair welcomed the new member to the PPG, Maurice Cleary, who attended the Open Evening and has agreed to join the group.

2. Minutes of the last meeting.

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

Updates/actions from the minutes

Agenda Item	Actions	Status
2	Feedback from Dementia Evening	
2.1	HS to contact Wiltshire Sound. No Joy	No further action
2.2	ML to investigate potential speakers/Open Evening suggestions	C/Fwd
2.3	ES to prepare formal response to Mr & Mrs Williams	Done
2.4	ES to prepare feedback form for circulation to attendees	Done HS circulated
2.5	ES to distribute minutes to the attendees	Done HS circulated
NEW	HS to speak with GPs – design quarterly plan for Open Evenings	HS
NEW	MC to get details on speakers for Diabetes and Pain Management	MC
NEW	Suggestion to create a Calendar of Events with details of talks/open evenings etc at the hospital. ML/MC to provide HS with dates HS to investigate how to put onto website	MC ML HS
3	PPG Bank Account	
3.1	RF/ML to set up new B.Soc account	Done ES to sign with either RF/ML in attendance
6.1	HS to provide copies of previous newsletters for review and consideration	Done
6.2	ES to produce content and share with PPG for possible inclusion	C/Fwd Deadline end July

3. PPG Forum Meeting

KT passed on the apologies from the PPG Forum team about the mis-communication over the venue for the last meeting. Several attendees went to Civic House, Euclid Street, but the meeting was held at Wat Tyler House.

KT updated PPG members on the items discussed, which included the idea about hospital surveys being conducted.

It has been agreed that a member of the GMC will attend the next Forum meeting.

Copies of the minutes to be circulated with the OTS PPG minutes for reference.

Next meeting will be on 17 July @ 11am. Venue, Wat Tyler House, room 3.1.

ACTION: ML/RF to attend.

4. Dementia pilot

Maurice's background is in Social Services, finance, monitoring and nursing auxillary/carer.

Recently been working on a project with Alzheimer's Society involving signposting for patients and carers at GWH. Now works for Carol Orrow within the voluntary sector in the hospital. Pilot has been extended to help with feeding, befriending, signposting and helping people understand what happens when you contact certain organisations etc. and to provide support.

There is a dementia screening questionnaire for all wards for the over 75s. The hospital might be the first time that someone's dementia is picked up.

On discharge a report will be issued to the GP. Patient board is marked with a 'forget-me-not' flower indicating whether the person has dementia.

Looking at a meet & greet service for dementia patients or other vulnerable groups. Six month pilot of the meet & greet is being set up working with one GP surgery (OTS), one supported housing group (there are 36 in Swindon) plus member of the Alzheimer's Society.

Meeting on 9th July – OTS and Outpatients services. Meeting set up to discuss how to flag up the patient's needs to outpatients where the practice has concerns/aware of dementia issues for the patients. Contingency for meet & greet. Ask WRVS staff to assist.

MC joined the PPG to give two-way feedback and to work with the PPG on other issues if relevant/suitable.

5. Practice Manager's update

HS informed PPG the two new receptionist staff will be available from 8th July. Carers week 10 14 June. Coffee morning went well with nine carers in attendance. BB attended from the PPG team. They will be making this an annual event. Discussions within the surgery on launching a campaign about the Triage nurse service and the role of the pharmacy. Surgery is being overwhelmed with unnecessary calls. Campaign to be an educational programme for some of the patients. Need some patients to take more responsibility for their health care.

ACTION: Practice to review its literature/welcome pack. Suggestion to use the virtual members as 'readers panel' with this piece of work.

ES to add Maxine to distribution list.

6. AOB.

AGM confirmed as 11th July on OTS website.

7. Date of next meeting:

AGM will be on Thursday 11th July at 18:45.

Next PPG meeting will be Thursday 15th August at 18:45.