



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 12th October 2017 at 18:45 hours**

Attending:

(CO) Chris Ockwell - Deputy Chair
(KT) Krystyna Tworek – Treasurer
(KB) Karen Burgess
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary
(NEW Member) – Tommy Clarke

Apologies from:

(JG) Jo Garton - Chair
(RP) Rupal Patel
(SB) Susan Bradford
Dr Heaton
(BB) Beryl Bowles
(TB) Terasa Beach
(NW) Nadine Watts – Cllr/patient

Virtual/non attending membership (email only)

As the Chair was absent CO chaired the meeting as deputy Chair. It was also agreed to focus all attention to the educational evening.

Agenda

1. Minutes from the last meeting (14th September 2017)
2. Actions from the last meeting
3. Guest visitors – Pete Kent, Live Well Swindon and Bob Buckland MP QC
4. PPG Objectives
5. Complaints handling (new item)
6. Practice Manager's update (standing item)
7. PPG Forum (standing item)
8. Special Interest (standing item)
9. Accounts & Fundraising (standing item)
10. AOB
11. Date of next meeting

Welcome and apologies



Patient Participation Group

Apologies were given for the meeting Beryl Bowles, Nadine Watts, Rupal Patel and Terasa Beach.
No information provided by Jo Garton re attendance.

1. **Minutes of the last meeting**

Minutes of the 14th September 2017 PPG meeting were not discussed. C/Fwd

2. **Actions from the last meeting**

Not discussed

3. **Guest Visitors – none**

4. **PPG Objectives – C/Fwd. 2017/18**

The following PPG objectives were suggested for 2017/18. All PPG members to consider and agree owners. All attendees agreed these looked sensible Objectives.

- 4.1 Patients' Survey
- 4.2 Recruitment Drive (@ Flu Clinic)
- 4.3 Communication Strategy - drafted
- 4.4 Links with Healthwatch and other bodies (CCG/NHSE)
- 4.5 Surgery online systems for patients
- 4.6 PPG visits
- 4.7 Website and Literature Review
- 4.8 Support Flu Clinic
- 4.9 Fundraising

Waiting times (low scores in National Survey) – C/Fwd

5. **Complaints handling** (standing item)

None.

6. **Practice Manager's update** (standing item)

Hermitage Surgery is at crisis point, as Carfax have pulled out of the contract to take over the surgery. Dr Rhodes will now close the surgery, however OTS are keen to understand how this will be managed, given the proximity to the surgery. HS there is another option, which cannot be minuted at this time.

7. **PPG Forum** (standing item)

The update from latest email from HealthWatch indicates next meeting(s) will be 27 October.

8. **Educational Evening**

Actions:

- 1 ES to contact Pete Kent at Swindon B.C re Living Well attendance at Commonweal on 15th November – DONE, email sent
- 2 HS to contact guest speakers re set up for the evening and also encourage them to bring others along from their network



Patient Participation Group

- 3 CO to liaise with Amy at Commonweal to confirm venue is available; estimated number of people invited/expected
- 4 ES to produce flyers/posters for the school and other places
- 5 ES to draft joint letter from PPG/OTS and Commonweal re the education evening to give to 6th form students and parents
- 6 JG to confirm her contacts are booked (TAMHS/Swindon B Council)
- 7 HS to issue a generic email to Practice Managers inviting them to send people along to the Education Evening
- 8 ES to investigate twitter or instagram for use on the evening for Q&A session
 - 1 New instagram account set-up

Contacts are:

- Amy Stallard – Astallard@commonweal.co.uk
- Michael Hadgraft – U Turn Drugs and Alcohol – mhadgraft@swindon.gov.uk
- Laura Coleman – Self Harmony Sanford Street – 01793 432021
- Ellie Wilkinson/Mia Baxter – Lift Psychology – Ellie.Wilkinson@nhs.net & Mia.Baxter@nhs.net
- Matt Fruci – Healthy Lifestyle - matt@frucifit.com
- Louise Mann – Sexual Health – louise.mann.62@gmail.com
- Beckie – Nationwide financial advice (via Elaine)
- Hugh Ford, Social Media @ Swindon Borough Council (JG to provide contact details)

Media activity:

1. CO to hold interview/broadcast details on Swindon 105.5FM
2. JG to liaise with Swindon Advert/BBC Wiltshire
3. ES to produce press release/letters for HealthWatch/ Nadine Watts/GWH Communications Manager
4. HS to communicate with Practice managers/Patients
5. ES/HS to email Thamesdown bus company (No.22)

9. **Accounts & Fundraising**

KT has circulated the latest status following the fundraising at the flu Clinic, where the PPG raised £169. Many thanks to all those who made donations on the day.

Action: ES to compose follow-on email to Randy Burden re deals on TV. Looking for two TV monitors.

- 1) What size would he recommend we get
- 2) What deals can we get

ES to attach the original letter expressing our concern re correct details. HS to send both letters/emails to Marlborough Road/County Road addresses held on file.



Patient Participation Group

10. AOB.

Online prescription. KB highlighted an issue with the remarks on the repeat prescription system re the remarks.

Action: HS to check the online order and report back

KT discussed an issue with a new registrant (local postman) in Radnor Street. Details shared with HS to investigate further.

Action: HS to check the registration form/discuss with reception staff

11. Date of next meeting:

Next PPG meeting will be: 9th November 2017.

Meeting closed at 20:10 hours



Patient Participation Group

Appendix A

PPG Objectives 2017/18: (Awaiting Approval)

Objective	Owner
Patients' Survey	All
Recruitment Drive	All
Communication Strategy	ES
Links with Healthwatch and other bodies (CCG/NHSE)	CO/JG/KT/SB
Surgery online systems for patients	HS
PPG visits	CO
Website and Literature Review	All/Virtual
Support Flu Clinic	All
Fundraising	All



Patient Participation Group

Appendix B

Useful contact(s)

Contact details for MP Robert Buckland QC's office

Claire Ellis

Parliamentary Assistant to Robert Buckland QC MP

Member of Parliament for South Swindon

01793 533393

claire.ellis@parliament.uk

29b Wood Street Swindon SN1 4AN

Useful Links

This is what the Clinical Commissioning Group does

<http://www.swindonccg.nhs.uk/what-we-do>

This is what Seqol do

<http://www.seqol.org/health>

<http://www.seqol.org/careandsupport>

This is a link to the community services consultation

<http://www.swindonccg.nhs.uk/provision-of-community-services>

This is a link to the work of HealthWatch

<http://youtu.be/lGc0-L2BIXQ>

[Link to the RCGP/NHSE/BMA GP Workforce Action Plan](#)

[List of the national awareness days \(months\)](#)