



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 13th December 2017 at 18:45 hours**

Attending:

(JG) Jo Garton - Chair
(CO) Chris Ockwell - Deputy Chair
(HS) Hayley Slatter – Practice Manager
(KT) Krystyna Tworek – Treasurer
(KB) Karen Burgess
(ES) Elaine Sullivan – Secretary

Apologies from:

(SB) Susan Bradford
(TC) – Tommy Clarke
(RP) Rupal Patel
Dr Heaton
(BB) Beryl Bowles
(TB) Terasa Beach
(NW) Nadine Watts – Cllr/patient

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (9th November 2017)
2. Actions from the last meeting
3. Guest visitors
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

Apologies were given for the meeting Susan Bradford; Tommy Clarke.

1. Minutes of the last meeting



Patient Participation Group

Minutes of the 9th November 2017 PPG meeting were accepted as a true reflection of the last meeting

Action: HS to upload a copy of the minutes on to the PPG page of the surgery website

2. Actions from the last meeting

Action 1: Standing item

Action 2: This is C/Fwd

Action 3: This is a standing item; ongoing

Action 4: All members to bring in subscription magazines when finished with

Action 5 – 10 DONE

3. Guest Visitors – n/a

4. PPG Objectives – 2017/18

TV Monitors – HS confirmed that the software company recommended 40” monitors for the reception was suggested. The TV Monitors would need pivot bracket and VGA audio cables. Following receipt of the letter delivered to his home address, Mr Randy Burden called and arranged for an engineer to call and carry out a Risk Assessment.

Mr Burden provided a quote (HS passed to CO), which totalled £946 including all the necessary cables and brackets.

Action: CO to review the quote and as it is the patients’ donations, compare the market for best value for money

5. Complaints handling (standing item)

None.

6. Practice Manager’s update (standing item)

HS mentioned that a further donation of £100 had been received this month from Richard Backhouse.

Action: KT to contact Richard to ascertain whether this was a mistake.

7. PPG Forum (standing item)

No updates this month. HealthWatch are looking for volunteers

8. Educational Evening

ES confirmed all the Guest Speakers from the October event are keen to return to the school next year (April 2018) on a date specified when enrichment activities take place. This will ensure maximum attendance

Next Steps:

Action: JG to confirm date with the School; JG will meet with the Head

Other Educational Evenings

The group re keen to repeat the Mental Health and Menopause evenings as these were very



Patient Participation Group

successful.

Action: ES to get in touch with Rupal re Asian community/venue

9. **Accounts & Fundraising**

No further update

10. **AOB**

Waiting times. CO brought details of his experiences in the last month. Reception are not provided with or can provide any additional information, which has exacerbated the situation with some waiting patients. HS discussed the matter with the team at the regular Practice Meeting and it was acknowledged that a particular Dr tends to over-run. HS and Dr Heaton have reviewed the complaints/feedback and have shared the concerns with the person most likely to be the cause of the delays. They are asked to come up with the solution to the problem. There is a further practice meeting (14/12) and all will be discussed.

Action: HS to provide update at the next PPG meeting

KT mentioned that she was still awaiting a letter from the surgery after her health check on 26 September 2017.

Action: HS to check the current situation re Health check letters

11. **Date of next meeting:**

Next PPG meeting will be Thursday 18th January 2018.

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

Appendix B

Glossary of Terms

Abbr.	Description
POD	Prescription Online Ordering
CQC	Care Quality Commission



Patient Participation Group

Appendix C

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>