



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 14th September 2017 at 18:45 hours**

Attending:

(JG) Jo Garton - Chair
(CO) Chris Ockwell - Deputy Chair
(HS) Hayley Slatter – Practice Manager
(ES) Elaine Sullivan – Secretary

Apologies from:

(RP) Rupal Patel
(SB) Susan Bradford
(KT) Krystyna Tworek – Treasurer
(KB) Karen Burgess
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 (3rd August 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

Apologies were given for the meeting Beryl Bowles, Nadine Watts, Rupal Patel and Terasa Beach.

For noting. The order of the Agenda was altered to allow the guest speakers to talk about the reason for the visit. For minutes, the item remains in Agenda order.



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1. **Minutes of the last meeting**

Minutes of the AGM and 3rd August 2017 PPG meetings were discussed and agreed to be an accurate account of the meetings.

2. **Actions from the last meeting**

Action 1. Done.

Action 2. O/S - C/Fwd

Action 3. C/Fwd.

Action 4. In Discussion, not decision made. C/Fwd

Action 5. JG added to the HealthWatch mailing list - Done.

Action 6. Action plan in progress

Action 7. Letter sent to Commonweal – awaiting agreement on date.

3. **Guest Visitors – Pete Kent, Live Well Swindon and Robert Buckland QC, MP for South Swindon**

pkent@swindon.gov.uk

Pete is part of the Community Health and Wellbeing team, which comes under the Public Health Directorate in Swindon Borough Council. Pete came along to describe the services on offer from the team and how patients can access them.

These range from:

Health Eating – Health Ambassadors. Non medically trained staff (National Health Trainer Award qualification) can work on a 1:1 basis with clients for six weeks assisting towards a healthier lifestyle. Everything from going to the shops to going for a walk. *This can also be linked to Learning Ambassadors.*

Being Active range

Healthy Lives. Getting help to managed with Chronic Obstructive Pulmonary Disease (COPD).

Providing support from qualified and experienced staff. Each session includes one hour exercise and one hour education relating to self-management.

Physical Activity Sessions. Aimed at adults who are new to exercise and/or require close supervision.

Special Olympics. The aim is to provide opportunities for participants with learning disabilities to improve health, reduce social isolation and develop physical fitness. Sessions are for those eight years+.

Ability Sports. Working with disability groups across the borough with the aim of delivering sporting opportunities for disabled people and to ensure all children and young people can access a range of sporting opportunities to maximise potential.

Walking for health. The team offer a range of sociable walking groups for all abilities from gentle stroll to power walking.

Weight Management range

The team have connected with Slimming World and Weight Watchers to support those patients



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whose GPs have referred them based on specific criteria. Each patient will get 12 weeks worth of vouchers for these weight management courses.

As well as the range of services mentioned above, the team offer help on stopping smoking; reducing alcohol, signposting with the support of the Community Navigator. In the main people can access the services of the team through self referral except in the case of Community Navigators and Weight Management courses, which require GP referrals.

JG suggested that Pete may like to consider attending the educational evening scheduled in November [**POST MEETING – likely to be Wednesday 15th November**] and may require some volunteers to promote the services, hand out literature etc.

Action: ES to email Pete Kent with the details, location and set up of the event.

Contact details for the Live Well Team where Pete and his colleagues can be found are available via the following links.

Email address: Livewell@swindon.gov.uk or livewellswindon@nhs.net

Contact number is: 01793 465513

www.swindon.gov.uk/healthandwellbeing

Our thanks go to Pete for a very informative update on the services offered by the Live Well Swindon team within the Community Health and Wellbeing Team at Swindon Borough Council.

Robert (Bob) Buckland QC, MP for South Swindon

Bob attended the meeting in response to the email conversations with Justin Tomlinson re the recruitment of GPs for Swindon.

Bob updated the PPG on the meetings and conversations he has been holding with the Health Minister, Steve Brine re national and local GP recruitment. HS mentioned that the last workforce audit conducted by the practices showed that 35 vacancies still exist across the locality. A few months ago, the practices reviewed the situation and there remains 33 vacancies. In some cases the vacancies have 'disappeared' due to the different approaches the surgeries are taking to manage their healthcare offering. Great Western surgery has been taken over by Carfax; Marlborough Road surgery has closed and Dr Rose of Hermitage surgery is in crisis. These changes plus the news that there will be a further 4-5 GPs retiring in the next few years still shows the issue for the Swindon Locality.

All understood that the NHS is struggling to recruit GPs nationally; those they do recruit no longer want to be a partner in a GP Surgery.

BB stated the move towards Clinical Pharmacies or nurse practitioners, who can prescribe medicines and diagnose and treat acute, episodic, or chronic illness. The problem surgeries have is they need better messaging about these alternatives. HS mentioned that the NHS 111 service also needs to update it's messaging as they do not refer to these new professionals as an option. BB mentioned that in Swindon the 111 service are adding another layer for triaging of calls.

BB mentioned there are other incentives to being a partner for GPs. Some are supporting several surgeries but not using the locum (cost) model. Others are looking at the Portfolio



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model. BB recommended the PPG raise their concerns with Peter Mack at the Swindon CCG re the data from the Video Campaign (cc: BB) and get the latest update from them.

The PPG were made aware that an additional 5000 medical schools places have been added, however these will not filter through for some time. It will take ten years or more for a fully qualified GP to be available. HS mentioned that the BMA Fairs allow competitors from other countries to attend the job fairs with 'exciting offers'. This and other issues contribute to the lack of GPs nationally.

CO stated that over the last few years the PPG has heard updates from several august bodies on 'transition plans', or the 'ten point plan' and the 'five year plan' but no regular updates come through to the surgeries/PPG which show what achievements are being realised.

BB reminded the PPG that NHS England (Simon Stevens, CEO) is the main contact to deal with and that the Secretary of State is overall accountable for the performance of the NHS. Locally this is devolved to Swindon Clinical Commissioning Group for local services.

Whilst members of the PPG had comments re the fitness of the NHS and it's slowness in responding to key issues; BB stressed that no-one within government is advocating any major restructuring as in the past eight to ten years.

Locally the Community Nurse model appears to be gathering momentum as the CCG are recruiting more of these; previously SEQOL were given feedback on how the services could work better by using the community nurses. The wish is for the CCG to benefit from that feedback (if available).

4. PPG Objectives – C/Fwd. 2017/18

The following PPG objectives were suggested for 2017/18. All PPG members to consider and agree owners. Agenda for October meeting.

- 4.1 Patients' Survey
- 4.2 Recruitment Drive
- 4.3 Communication Strategy
- 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.



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6. Practice Manager's update (standing item)

HS confirmed date for the next Flu Clinic has been brought forward to Saturday 30th September 9am to 12noon. This has been made necessary due to the local pharmacy offering jabs and getting the associated revenue (£7 per jab), which is a valuable source of income for the practice. Volunteers are needed for the clinic to run the tombola and also promote the PPG. (C/Fwd from previous actions - HS suggested that the recent PPG awareness pamphlet be recycled for this date so that it can be given to patients as handouts as part of the recruitment campaign of the PPG.)

Action: ES to revamp the pamphlet for the flu clinic.

HS confirmed the accountant has reviewed the Annual Accounts and these have now been signed off. HS will retain the accounts until KT returns from holiday.

7. PPG Forum (standing item)

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

8. Educational Evening

Action plan being pulled together, however need confirmation of firm date from Commonweal. Key contact so far:

Sixth form contact – Amy Stallard

Mindfulness – HS knows the Lift contact (Diane)

Mental Health - JG mentioned that she has contacted Candice Jackson Collier, Head of TaMHS (Targeted Mental Health in Schools) - okay for November, awaiting confirmation on 15th.

Sexual Health – HS to get name of someone from family planning

Project SPEAR (Self Harming) – HS has contacts for Project SPEAR

Personal Finance – ES has now met with Nationwide Building Society re volunteers with stand re financial advice/information. This is likely to be representative from Regent Square/Croft Branch.

Social media – JG to work with Swindon BC for local contact

Dr Heaton to contact CGL re drugs and alcohol contact.

Action: All – virtual group to keep upto date via emails on progress with dates and speakers.

9. Accounts & Fundraising

KT has organised new signatories for Coventry Building Society to include Jo Garton, new Chair.

10. AOB.

11. Date of next meeting:

Next PPG meeting will be: 12th October 2017.

Meeting closed at 20:10 hours



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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



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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 \(months\)](#)