



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 18th January 2018 at 18:45 hours**

Attending:

(JG) Jo Garton - Chair
(CO) Chris Ockwell - Deputy Chair
(HS) Hayley Slatter – Practice Manager
(KT) Krystyna Tworek – Treasurer (arrived 19:10)
(ES) Elaine Sullivan – Secretary

Apologies from:

(KB) Karen Burgess
(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 (13th December 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; Karen Burgess; Terasa Beach; Tommy Clarke.

1. Minutes of the last meeting



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Minutes of the 13th December 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: CO reviewed the quote and passed details of other options to HS for review by the software company

Action 3: CO confirmed not much luck getting hold of people. HS confirmed there will be a CCG meeting on 8th February to discuss GP forward view (Swindon-wide locality) and 'Working at Scale'.

Action 4: JG has emailed the Headmaster. Recommendation is to liaise with the Asst. Head L Forrester, who is also the safeguarding lead. JG has emailed her and Bob Lineker. View remains to hold the Education Evening on a Friday afternoon to ensure maximum attendance.

Action 5: C/Fwd

Action 6: Waiting time update. HS confirmed the practice have been discussing the issue with the doctors who take 'extra time'. Dr Heaton and the team are working through the options. There is a suggestion to actively monitor the 'waiting times' for a few weeks/months. Also, is there anything that can be done by the receptionists (CO request) so they could advise the patients waiting; could they give the patients the opportunity to make alternative arrangements. There is also an opportunity for a refresher on the alternatives to having an appointment with the doctors. There are nurses on site who could take appointments if they were for blood pressure checks etc. **Action: PPG** to consider education piece in Newsletter
Action 7: HealthCheck letters. HS confirmed there was a backlog, which should now be cleared. KT received her letter and will have a follow-up appointment to review content (or email HS with comments).

3. **Guest Visitors – n/a**

4. **PPG Objectives – 2017/18**

CO investigated the options based on the quote from Burdens Electronics, which appear to be reasonable with only Samsung being worth considering as much cheaper.

Action: HS to share the information with the Software suppliers to see if there are any restrictions/incompatible issues. If the TV choice is suitable for the set-up then the PPG confirms OTS to go ahead and make the purchase, which the PPG will pay when invoice received.

Complaints handling (standing item)

None.

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

No update – maybe more information after the CCG meeting on 8th February.

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

There were two presentations at the last meeting. CO/KT attended. Speaker talked about Swindon Pharmaceutical Needs Assessment and it was suggested that GPs would receive the report, however HS confirmed no communication has been received concerning this Needs



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Assessment. The report is assessing what Swindon population needs in terms of pharmaceutical coverage.

[Copy of CO's update from the meeting included here as minutes]

From: CHRISTOPHE OCKWELL [mailto:c.ockwell@ntlworld.com]

Sent: 10 January 2018 15:36

Subject: Healthwatch Forum today

Just a few notes from this mornings meeting (along with Krystyna)

3 Speakers

First 2 from Public Health, England

1st was a very vague talk about Swindon's Pharmaceutical Needs Assessment.. I'm sure Hayley is familiar with these many NA's & might presume OTS has been involved in this and others (???) It's taken goodness knows how many months to assemble & it will draw to a sort of close (re gathering input etc) this weekend & then they take another few months to issue the final 2018-2012 master paper.

I have copy of the draft, which I'll bring next week - but if I just pick out one line in the short conclusion paragraph

" ...its concluded that there is adequate provision of pharmaceutical services....".

If there is any issue (she presented yet again a complex array of so called interested parties etc.) - but- did OTS (surgery or patients in any way contribute to this study) ????

The 2nd speaker was a short HIV talk.... nothing particularly new or relevant

3rd speaker was a guy from CQC talking about the inspections he does & how they are modifying how they carry out such inspections (ie a more collaborative approach)

Apart from that the usual little value noise from some attendees

Jo also mentioned the NHS Patient Survey that's floating around (& presumably some OTS patients will have received the questionnaire/survey form ???)

I think he was suggesting other folks might like to request a package & duly respond

Only other item was Jo calling for any volunteers to support Oxford Brookes students by attending a short face to face mtg to discuss patients recent hospital operations

Re the Patients' survey. HS suggested that perhaps an article in the Newsletter to see if patients wish to complete the annual survey.

Action: HS/KB to create article for the next Newsletter re NHS Patient Survey.

Action: HS to share the Swindon Pharmaceutical Needs Assessment report with the practice.

Action: CO to go back to Jo Osorio re feedback from the PPG Forum and also query the revised purpose of the PPG meetings, which seem not to be about the PPGs anymore but more of a 'engagement vehicle' for NHSE, CCG and other associated health care associates.

7. Educational Evening

The PPG agreed that the next evening should be restricted to Commonweal pupils (age range



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15-18yrs) and to confirm date with the school as soon as so all the speakers can be booked.

Next Steps:

Action: JG to confirm date with the School

8. Accounts & Fundraising

KT provided the latest accounts, which shows the latest donation. The current funds allows for the purchase of the TV monitors, which totals approx. £825 + £100 Annual service maintenance fee. The Account balance currently stands at £1049.49.

9. AOB

Closed lists. KT raised this subject as she overheard a member of the public stating that they had been advised the surgery list was closed. This transpires to be an overseas person who does not qualify for free GP services who was advised that they could register but would have to pay for all treatments etc. The surgery is not closed to anyone entitled to free healthcare if they are within the catchment area.

Interpreters @ GWH. KT/HS mentioned that the hospital is recruiting for interpreters to support patients at the hospital as the current situation is very expensive.

HS mentioned that Dr Guilding is retiring from Eldene Health Centre.

10. Date of next meeting:

Next PPG meeting will be Wednesday 7th February due to diary clashes.

Meeting closed at 20:00 hours



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Appendix A

PPG Objectives 2017/18:

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
CCG	Clinical Commissioning Group
CQC	Care Quality Commission
NHSE	NHS England
PHE	Public Health England
POD	Prescription Online Ordering



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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>