



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 19 January 2017 at 18:45 hours**

**Attending:**

(CO) Chris Ockwell– Vice Chair  
(KT) Krystyna Tworek – Treasurer  
(ES) Elaine Sullivan – Secretary  
(HS) Hayley Slatter – Practice Manager  
(KB) Karen Burgess  
(SB) Susan Bradford

**Apologies from:**

(MC) Maurice Cleary – Chair  
(BB) Beryl Bowles  
(TB) Terasa Beach  
(QC) Quentin Clothier  
(CW) Chris Watts – Cllr/patient  
(NW) Nadine Watts – Cllr/patient  
Dr Heaton  
Dr Maggie Carson

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the last meeting (10<sup>th</sup> November)
2. Actions from the last meeting
3. Guest visitor(s) - none
4. PPG Objectives
  - Feedback from the Educational Event
  - CQC Poster – feedback requested
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



Patient Participation Group

## **Welcome and apologies**

Apologies were given for the meeting from Maurice Clearly, Beryl Bowles, Nadine Watts and Terasa Beach.

### **1. Minutes of the last meeting**

Minutes of the November PPG meeting were discussed agreed to be an accurate account of the meeting.

**Action:** HS to upload a copy of the minutes for the November meeting onto the PPG page on the surgery website.

### **2. Actions from the last meeting**

Action 1. Done (standing item).

Action 2. HS confirmed link on website. Done

Action 3. Done

Action 4. C/Fwd

Action 5. Done

Action 6. Done

Action 7. Donations received. More welcome.

Action 8. Agenda item

Action 9. Done

Action 10. Done

Action 11. On hold

Action 12. Done

### **3. Guest Visitor – none**

### **4. PPG Objectives**

#### **Education Evening feedback**

ES produced the feedback report from the Educational Evening in December. Aside from the comments re advertising the PPG, all the comments were good. The PPG will continue to run the events in the same manner/style.

#### **CQC Poster**

The CQC poster was accepted. Copies to be laminated and displayed in the surgery.

**Action:** KB/HS to put on the website and add to the Newsletter.

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

Letter from patient (BW) concerning the delays in appointment with nurses. Main complaint was there was no advice on the online check in system to let the patient know that appointments were running slightly behind. This particular patient needed to return home to support their spouse. HS confirmed that she had spoken with BW and understood the problem that the patient had experienced. Two suggestions were made: 1) Check with reception as well as register online for appointment to see if any delays; 2) make sure get 1<sup>st</sup> appointment in the morning or afternoon thereby guaranteeing no delays as a result of previous appointments.

**Action:** HS to place a note on Patient information Board to advise patients if concerned about waiting times to speak to reception. PPG members were satisfied with response, no further action required.



Patient Participation Group

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

HS confirmed awaiting handy man to put up new notice boards.

Community Navigator. This service has been extended for a further 12 months.

Staffing. Interviews being held this week to replace receptionist(s). Surgery confident of replacing staff.

Five year plan. Several meetings have taken place within Swindon to review the options (Federating/Super practice). More updates to follow.

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

CO/SB attended the meeting in December. Most of the meeting discussions were around Communications. One surgery had installed a TV Monitor in reception to use for relaying important messages.

**Action: HS** to investigate cost of monitor/software to run a similar system in OTS.

Another subject covered at the Forum was 'Did not attend' or DNAs. One suggestion was for patients to have a dedicated phone number to call if they wish to cancel their appointment.

**Action: HS** to review cost of dedicated line for cancellations.

The next PPG forum meeting will be held on 9<sup>th</sup> February.

**8. Special Interest (standing item)**

CO updated PPG on the special interest, which is PPG Best Practice.

CO visited North Swindon surgery and attended their PPG. Whilst there was no great learnings to be had from their PPG, CO reported some interesting alterations made at the surgery, which the Practice may wish to consider. The North Swindon surgery had installed glass screens in reception, much like in banks; also, they used 'white noise' system in reception, which masked the noise of the receptionists to the patient to avoid any confidential or inappropriate conversations being overheard. CO stated that there didn't appear to be any governance or objectives for the PPG. CO will continue to visit PPGs across the locality and requested more contact details from HS.

**Action: HS** to provide contact details to CO.

**Action: HS** to liaise with Practice Manager at North Swindon re white noise system

**9. Accounts & Fundraising**

It was noted that the meeting with Steve Wheeler (Accountant) remains outstanding. MC to organise (C.Fwd). KT confirmed that the purchases she had made for the tombola amounted to the money raised at the Educational Evening and therefore no material change to the account balances, except the purchase of the two new chairs. This invoice was recently paid to the Surgery.

**Action: HS** took copy of the account summary provided by KT for the records and to scan same for adding to the minutes.



Patient Participation Group

10. **AOB**

Next educational evening. PPG members agreed that a repeat of the Men's Health would be a good session.

**Action: HS** to approach Mr Beck for possible dates in April/May.

Fundraising. SB mentioned that there may be an opportunity for the PPG to get Council funding.

**Action: SB** to investigate funding opportunities.

11. **Date of next meeting:**

Next PPG meeting(s) will be: 16<sup>th</sup> February 2017 and 9<sup>th</sup> March 2017. KB will be acting Secretary whilst ES on annual leave.

Meeting closed at 19:48 hours

**Update from Maurice Clearly, outgoing Chair.** Que Clothier has resigned from the PPG due to work commitments and will be removed from all distribution lists.



Patient Participation Group

PPG Objectives 2016/17:

<b>Objective</b>	<b>Owner</b>
Website Review & comparison with best practice at other surgeries	Bowen W Krystyna T Elaine S Karen B
Carry out 2-3 Education Evenings (with the next possible subject being – “Young Persons”)	ALL
PPG response / reaction to the July 16 CQC Inspection report (ES to look at Poster options to promote the GOOD result)	Complete
Maintain the HealthWatch interface & try to influence its activities	Chris O Krystyna T Susan B
On a quarterly basis visit other PPG's to understand their best practices & current issues	Chris O
Get ideally (2/yr) in person updates from the CCG	ALL
Develop & extend our Patient Communication Strategy	Elaine S
Challenge surgery on its progress on specific (mandatory) tasks (i.e. patient data, iPOD etc.)	ALL



Patient Participation Group

**Reply – Thursday 26<sup>th</sup> January 2017**

Hello Elaine

I have forwarded your email on to our health and social department,

They will be in contact shortly

Kind Regards

**Jackie Fox**

Customer Service Team Assistance

New College Reception

New College, Swindon, SN3 1AH

Switchboard – 01793 611470

Fax – 01793 436437

Email to New College Swindon

Dear sir or madam

My name is Elaine and I am the secretary of a Patient Participation Group (PPG) for the Old Town Surgery in Swindon. The PPG is looking for ways to engage with local young adults who are interested in Health matters and who would be interested in getting involved in a local GP surgery, understanding issues affecting patients of all ages, how the surgery interacts with the Clinical Commissioning Group, NHS England, Social Services and Secondary services.

We would like to ask you to see if any of the students would like to attend the PPG meetings with the aim of becoming a member. Their views will inform our Patient Engagement and Communication Strategy.

If this is something you would like to discuss over the phone, please call me on 07890 963889

Best wishes

Elaine



Patient Participation Group

## APPENDIX A – Useful contact(s)

### Contact details for MP Robert Buckland QC's office

Andrew Timlett  
Parliamentary Assistant to Robert Buckland QC MP  
Member of Parliament for South Swindon

01793 533393  
[andrew.timlett@parliament.uk](mailto:andrew.timlett@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 \(months\)](#)