



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 7th February 2018 at 18:45 hours**

Attending:

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

Apologies from:

(KB) Karen Burgess
(SB) Susan Bradford
(TC) Tommy Clarke
(RP) Rupal Patel
Dr Heaton
(TB) Terasa Beach
(NW) Nadine Watts – Cllr/patient

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (18th January 2018)
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. Educational Evening (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.

Action: KB to ask Tommy to share his mobile number and pass to Jo Garton or others for assistance with getting to the meetings.



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1. Minutes of the last meeting

Minutes of the 18th January 2018 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: C/Fwd

Action 3: HS/ES to review previous education piece re Triage nurse and other services and then add to Newsletter.

Action 4: TV Choices. HS update – Surgery has purchased two TV monitors and brackets. More in Accounts & Fundraising section.

Action 5: C/Fwd

Action 6: DONE

Action 7: CO shared feedback from Surgery as to the purpose. JO acknowledged it's purpose was mixed with using the forum to share information from other national/local health organisation.

Action 8: JG has chased the school but to no avail. JG to give dates (27th April preferred) to school.

3. Guest Visitors – n/a

4. PPG Objectives – 2017/18

CO to visit two surgery's PPGs this year. Lawn and Victoria Cross has been suggested. Or one of the new consortium via Carfax Centre.

Suggestion – ES to ask Terasa B whether she would be able to undertake the website review as Bowen is otherwise disposed.

Action: ES/HS to prepare literature; ES to ask TB if she'll review the OTS/PPG website and literature.

Complaints handling (standing item)

There was an issue with a repeat prescription. It would appear that following a review the medication was adjusted, however the system which shows the repeat prescription still showed the original medication amount. Letter has been sent to patient asking them to bring back medication if issue remains. The GPs and Admin team have been briefed on this matter and steps put in place to avoid similar instances reoccurring.

5. Practice Manager's update (standing item)

Additional pipe installation will take place on 24th February, which will ensure WiFi is readily available at the surgery as per the national requirement.

Action: HS/OTS to put a notice up re free WiFi being available.

Samsung TVs bought following the research/verification from the software suppliers. HS managed to get two TV Monitors and bracket for £597.84. The surgery will produce an invoice and pass to the Treasurer for processing. The software suppliers have now confirmed that the



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cables are no more required. Suppliers have been informed that equipment is available and the Surgery await the installation date.

Action: KT to collect the invoice from the Surgery and make payment.

Action: HS/KB/ES Article to be written for the next Newsletter on the recent purchases funded by patients' money.

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

No new date for next meeting

7. **Educational Evening**

ES confirmed that the majority of the speakers are confirmed for April/next evening at Commonweal and will start the publicity campaign. Agenda to remain as previous. All anxious as no confirmed date/response from the school despite JG's efforts. If this does not happen in April then push back to September.

Next Steps:

Action: JG to confirm date with the School by w/c 16th February.

[Post Meeting – Date confirmed as Friday 27th April at 2pm]

8. **Accounts & Fundraising**

The Account balance currently stands at £1049.49. Following the purchase of the TV monitors and brackets, the remaining balance will be £451.65.

9. **AOB**

CO was informed at a recent appointment that they wished to refer him to GWH. Nothing was heard for three weeks so CO left message for doctor to return call, as no referral letter had come from the hospital. The message was taken by receptionist. Investigations show that the original message was delayed due to some secretarial/admin backlog, however the referral has now been issued; Surgery will escalate this as urgent.

Update on the Patient Information Board. All doctors who are running 20+ minutes late will be reported on the new TV monitors.

Letter from Beryl re retiring from the PPG.

Action: HS to ask Dr Heaton to send a letter on behalf of the Surgery/PPG thanking her for her work and support with the Surgery/PPG over the years

10. **Date of next meeting:**

Next PPG meeting will be Thursday 8th March 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 (two per year)	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>