



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 8th March 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
(KB) Karen Burgess
Dr D Heaton

Apologies from:

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

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting (7th February 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; 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 7h February 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: Drop – RP has too many domestic responsibilities at present; reschedule at a later date

Action 3: HS/ES to review previous education piece re Triage nurse and other services and then add to Newsletter. C/Fwd. **Action: KB** to send the newsletter template to HS/ES

Action 4: Date confirmed as 27th April 2018 at 2pm.

Action 5: Ongoing

Action 6: C/Fwd. The cabling is complete and the HotSpots will become available from w/c 12th March.

Action 7: C/Fwd

Action 8: C/Fwd. **ES** to contact Swindon Advertiser re the purchase of the new TV monitors from patients' fundraising to get some positive publicity.

Action 9: Letter sent to Beryl from Dr Heaton and the surgery for all her support. DONE

3. Guest Visitors – n/a

4. PPG Objectives – 2017/18

TV Monitors. These have now been installed in both receptions. The surgery team will be receiving training on the software shortly to maximise the benefits of the new equipment.

5. Complaints handling (standing item)

JG heard about a complaint, which was sent into the OTS mailbox that had not been responded to. HS reiterated the Complaints process as it stands but agreed to investigate the email complaint. The surgery do not advocate that the OTS mailbox is used for Complaints; suggestion from the group was for the Surgery to create a new Complaint email address which can be shown on the OTS website.

Action: JG to forward details of the complaint to HS for further investigation.

6. Practice Manager's update (standing item)

Hot off the Press – new Press Release has been issued today confirming the establishment of the Wyvern Health Partnership, which includes OTS and six other Swindon GP surgeries to create a 'Super Partnership'. The group employed a Project Manager (PM) to manage the process, including the communications, who has put together a list of FAQs in anticipation of the questions expected from the patients of the seven GP Surgeries that have joined together..

Dr Heaton stated that the Practices need to align their computer systems as there are 3 different systems in existence. The Partnership has been given Government Funding through the GP Forward View initiative, which will support the transition. The Partnership will focus on Home Services, which has been affected in the recent past. The partnership has a five-year plan which



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is to work towards a fully centralised/one set of accounts partnership, but this will be a gradual process; at present all of the practices will remain independent. Ultimately the Super partnership will mean there are 30 Partner GPs, which will allow those due for retirement to have a succession plan.

Of course, there is a due diligence process underway and a Memorandum of Understanding has been agreed and signed by all the Partners.

For Dr Heaton, this Super Partnership has the biggest gain for everyone over the other options (Federation or IMH). The Partnership will be in a position to offer jobs to junior doctors coming off the training scheme with more attractive propositions. There is a potential for Portfolio Working whereby the doctors can move across specialisms rather than remain as a traditional GP style post, which is out of date.

There are some other Super Partnerships in existence (Birmingham) with patient size of 300k patients.

Mark the PM is meeting all the staff across all seven surgeries and will be invited to the next PPG meeting. JG is still sceptical for the staff at the OTS in case there will be some loss of the small surgery feel. Dr Heaton gave assurances that the patients' journey is the main driver; no-one wants to lose that appeal. Already other practices have expressed an interest in joining, but the seven practices wish to get everything settled in before others join. Overall the staff are happy about the new arrangements as there are no job losses in the arrangement, but potential for movement or new roles to be created eventually as the process embeds.

Action: HS to invite Mark to the next PPG meeting on Thursday 12th April.

The PPG discussed the possibility of all PPG's of the seven surgeries getting together to form a wider group. HS mentioned that Colin, the PM from Lawn Surgery is keen to get his PPG going again.

Action: CO to contact HealthWatch re Agenda Item for the next PPG Forum

7. PPG Forum (standing item) – Post meeting Information – NB the 16 July meeting

Jo Osorio advised by email on the 21 March that the next two PPG forums have been arranged as follows:

- Wednesday 23 May from 1pm-3.30/4pm (note the time) at Sanford House, Sanford Street, SN1 1HE when Susan Lambert, dementia friendly coordinator at the borough council will be talking with us about how PPGs can work with their GP practice to help make the surgery dementia friendly. This happens to be during Dementia Action Week.
- Monday 16 July from 11am to 1pm at Sanford House when Mark Hopkins, programme lead for the Wyvern Health Partnership of GP practices in Swindon will be talking with us about how the new arrangement for this group of practices will benefit patients; and



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Annika Palmer and colleagues from Diabetes UK will be talking about the work the organisation is doing locally. In both cases the emphasis will be about informing us and then considering the potential and implications for PPG activity.

8. Educational Evening

So far KT; ES; HS and CO have confirmed attendance at the Education Event. JG will contact the school to see when we can get in to an assembly to let people know we are coming and what will be covered. KB will liaise with Tommy to see if he is available as previous.

9. Accounts & Fundraising

KT will collect the invoice from the surgery when it's available and will then re-issue the accounts. The OTS has agreed to put up plaques in recognition of the donations from the patients, which have made these purchases possible.

Action: ES to contact the Swindon Advert/Robert Buckland to get some positive press to show what donations have bought for the surgery.

10. AOB

Wider PPG engagement.

PPG suggestion is that every quarter all the PPGs from the Super Partnership meet to share views and also this will give us a bigger audience for the Education Evenings. Also help in getting the PPGs in other surgeries up to speed

Amber Stewart - Rheumatoid Arthritis Support Network (RASN). Several emails from this person have been sent to the PPG email address. ES has forwarded them to the OTS email address but Amber has not had any replies. ES requested that a response is sent to Amber confirming what can be done.

Clinical Pharmacists. Recent announcement that surgeries could employ Clinical Pharmacists to assist with medical reviews, prescribing etc. OTS have put a bid in for a Clinical Pharmacist. The ratio is 1 per 30k patients, therefore the Super Partnership of 75k patients, could employ 2.5FTE. NHS England (NHSE) will pay 60% of the salary in the first year; 40% in year two and then 20% in year three.

Medications over the counter v prescriptions. It has been acknowledged that there are instances where the same medication can be bought cheaper over the counter rather than the NHS prescription rate. More is to be done to raise awareness and NHSE will be promoting this.

11. Date of next meeting:

Next PPG meeting will be Thursday 12th April.

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	TB
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>