



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 9<sup>th</sup> November 2017 at 18:45 hours**

**Attending:**

(JG) Jo Garton - Chair  
(CO) Chris Ockwell - Deputy Chair  
(HS) Hayley Slatter – Practice Manager  
(ES) Elaine Sullivan – Secretary  
(SB) Susan Bradford  
(TC) Tommy Clarke

**Apologies from:**

(KT) Krystyna Tworek – Treasurer  
(KB) Karen Burgess  
(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 (12<sup>th</sup> October 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 Krystyna Tworek, Karen Burgess, Beryl Bowles, Nadine Watts, Rupal Patel and Terasa Beach.



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**1. Minutes of the last meeting**

Minutes of the 12<sup>th</sup> October 2017 PPG meeting were discussed and amendments made to cover the update re Hermitage Surgery, which has since been taken over by Westdrop Surgery in Highworth. HS updated the meeting with the discussions that are going on throughout the locality with regards to surgeries partnering up. More information to be provided when appropriate.

**Action: HS/ES** to provide a diagram of the Swindon Localities showing the possible partnerships

**Action: ES** to add a glossary of terms to the end of minutes and build on this after each meeting

**2. Actions from the last meeting**

All actions are completed with exception of action 11, follow up letter to Randy Burden re TV Monitors. This is C/Fwd

Action 12 – HS discussed this at the surgery Admin meeting and this highlighted a training issue, which has since been resolved

Action 13 – HS discussed this at the surgery Admin meeting and reiterated to the team that Radnor Street was within the boundary for the surgery.

**3. Guest Visitors – n/a**

**4. PPG Objectives – 2017/18**

The 2017/18 PPG objectives are shown in Appendix A. Owners have been attributed to each objective where applicable. The role of updating the notice boards and magazines, which has remained vacant since Maurice's departure will be taken on by Tommy Clarke. It was agreed that the magazines in the waiting room should not be over 2 years old and if anyone currently has a subscription, to bring in recent (read) copies to use at the surgery.

**Action: SB/ES** confirmed they have subscriptions and will bring in magazines on a regular basis.

**Action: ES** to request Bowen and Dot Williams to review the literature and site content as per annual review.

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

None.

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

HS has requested another company to quote for the TV monitor options for the surgery. Dr Heaton has reviewed the company and was interested in their offering. The quote was for £2k for the software and the boxes with ongoing support costs of £100 per year. Dr Heaton suggested the PPG funds the ongoing support costs and the purchase of the two TV monitors.

HS mentioned that a donation of £100 had been received this month. The cheque will be held at the surgery until can be given to the treasurer for banking.

**Action: ES** to generate a thank you letter to send to Mr Richard Backhouse.

HS mentioned a new fundraising activity that is currently going on for November called RunVEMBER. Each participation is asking people to walk/run 1 mile per day for 30 days (or



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swim/cycle 3 miles per day). The run will raise cash and awareness for the homeless in the area and give money to Threshold Charity. The surgery has joined in the campaign and has asked for 5 boxes that they will fill which will be given to the homeless this Christmas.

The boxes need to contain the following:

- Rucksack
- Sleeping bag
- Roll mat
- Torch
- Water/Drinks bottle
- Gloves
- Woolly Hat
- Socks
- New underwear
- Small Toiletries (tooth brush, toothpaste)
- Small shower gel, small shampoo, dry shampoo
- Baby wipes
- Unperishable food
- Xmas Chocolate

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

Jo Osorio sent round the minutes and a pack from the last meeting, which covered 'Accountable Care'. Dr Aldridge is the representative from the Old Town Surgery for the 'Developing Accountable Care' initiative.

Action: CO/PPG to request that JO ask Nikki Millin to give feedback in 3 months time on the latest initiative. Nikki is the Accountable Care Officer at the CCG.

**8. Educational Evening**

HS/ES met with Amy Stallard at the school recently to review the set-up and layout options. There are approx. 9 stall holders attending and to date we are unclear how many people have registered to attend. Volunteers on the day will be ES/CO/KT/TC/JG

**Action: ES** to revamp the PPG Pamphlet for handouts at the event

**Action: HS** to send new mobile number to ES for update on the presentation slides

**Action: ES** to check number of attendees so far

On the day CO will be the question prompter for the txt messages we get; ES man the laptop; TC signpost and KT/HS man a stand for the Surgery/PPG.

**9. Accounts & Fundraising**

£100 cheque received, which now takes the total to £949.49

**Action: ES** to compose follow-on email to Randy Burden re deals on TV. Looking for two TV



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monitors. C/Fwd

**Action: ES** to compose thank you letter to Richard Backhouse

10. **AOB.**

11. **Date of next meeting:**

Next PPG meeting will be: Wednesday 13<sup>th</sup> December 2017 and Thursday 18<sup>th</sup> January 2018.

Meeting closed at 20:10 hours



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Appendix A

PPG Objectives 2017/18: (Awaiting Approval)

<b>Objective</b>	<b>Owner</b>
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

<b>Abbr.</b>	<b>Description</b>
POD	Prescription Online Ordering
CQC	Care Quality Commission



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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](mailto: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>

### Media Contacts