



Patient Participation Group

**Old Town Surgery  
Patient Participation Group  
Meeting 14 August 2014 at 18:45 hours**

**Attending:**

(ML) Margaret Lay – Chair  
(MC) Maurice Cleary – vice Chair  
(HS) Hayley Slatter – Practice Manager  
(RF) Richard Fuller – Treasurer  
(ES) Elaine Sullivan - Secretary  
(KT) Krystyna Tworek  
(KB) Karen Burgess  
(BB) Beryl Bowles  
(CO) Chris Ockwell

**Apologies from:**

Dr Heaton

**Guest attendees:**

None this meeting

Virtual/non attending membership (email only)

**Agenda**

1. Minutes from the AGM meeting
2. Minutes from the last meeting 12 June
3. Actions from the last meeting(s)
4. PPG Objectives
  - Communications Strategy
  - Other PPG suggestions (HS)
5. Practice Manager's update (standing item)
6. PPG Forum (standing item)
7. Fundraising
8. AOB
9. Date of next meeting

**Welcome and apologies**

Apologies were given for the meeting.



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**1. Minutes from the AGM meeting**

Minutes of the last AGM meeting were reviewed. Two changes to be made to the version before they can be uploaded onto the PPG page on the surgery website.

ACTION: ES to update the AGM minutes to accurately record the meeting.

ACTION: HS to upload a copy of the AGM minutes and the minutes of the June meeting onto the PPG page on the surgery website.

**2. Minutes of the last meeting**

Minutes of the last meeting were agreed and taken as an accurate record of the meeting.

**3. Actions from the last meeting(s) 12 June and/or AGM**

AGM – PM report. KT to proof read the PM report and provide feedback to HS before publication on OTS website [DONE]

AGM – Customer Survey. All members to consider what survey we need to undertake for the PPG; purpose of the data collection; timeline and collation of results.

To be covered under PPG Objectives Agenda item.

AGM – Photographer. ES to compose a letter to Stuart acknowledging his contribution so far and request his services going forward [DONE]

AGM – Newsletter. Discussions on the next newsletter including feedback on the recruitment issues at the Surgery. It was agreed to add to the next meeting's Agenda.

To be covered under PPG Objectives Agenda item.

**4. PPG Objectives**

HS read out the list of PPG objectives as set out by the Swindon Clinical Commissioning Group or CCG. The Surgery must demonstrate that they are/have:

Adapted to promote greater engagement on how we act on patient feedback

A Patient Group

Innovative forms of communication

Engagement with vulnerable groups (focus on mental health patients)

Development of patient champion

Hold annual events with patient population on future plans

Provide opportunities to patients to find out about the surgery and wider community works

Undertake annual survey

Information on the Family & Friends test

Review of feedback with the PPG

Development of an Action Plan

Report to Area team by March 2015 and publicise information to patients on website



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In the majority of cases the OTS have these objectives in place and can demonstrate their progressiveness in adhering to the CCG objectives, however the following items are being expanded through the PPG. Communication Strategy, Customer Survey, Patient Champion and Family and Friends.

4.1 Communication Strategy. At the last meeting the issue surrounding feedback to the patients following the patient survey was covered. CO raised a valid concern about feeding back to the patients the difficulties the GPs have in covering all the appointments in a timely fashion due to staff shortages etc. It was agreed that a communication should be issued to the patients explaining the issues. The PPG Communication Strategy would be for the Surgery to update the patients in the following way: Website, leaflets, email, 22 bus service and local pharmacy.

##### 4.1.1 Website.

The website should provide an update with the latest situation with regards to staff shortages, holiday cover, other methods of accessing doctors and encourage the use of the triage nurse etc. News about the use of locums and other new staff appointments should be readily available on the website.

4.1.2 Leaflet. There is a current short-term issue during the August holiday period when Dr Heaton will be away for two weeks. Whilst other GPs are around, there may be a reduction in the number of sessions on offer. It was agreed that HS should send out (by hand/email) a one-pager highlighting the current short-term issues to inform the patients of the current holiday cover and plans for the mid to longer term. It was also agreed to utilise the 22 Service (Swindon bus) and local Pharmacy, which would capture the patients using the surgery during the holiday period.

ACTION: HS/ES to compose a one-pager for dissemination to the patients Friday 15<sup>th</sup> August.

4.1.3 Email. It was agreed that wherever possible, any communications with the patients would be via email where large broadcast methods are required.

4.1.4 Service 22. There are several patients who use the 22 bus to get to the surgery.

ACTION: HS to liaise with the bus company to investigate whether it is possible to advertise or provide updates to the OTS patients in this manner.

4.1.5 Local pharmacy. As the local pharmacy receives most of the patients from the OTS, it was agreed to include them in the Communication Strategy.

ACTION: HS to liaise with the Pharmacist/manager to agree inclusion as part of the Communication Strategy.



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4.2 Customer Survey. At the AGM meeting, the PPG agreed to a Customer Survey. This is separate to the one managed by the Surgery (for GPs).

The purpose of the survey would be to understand the views of the patients, their knowledge of the services currently on offer, and to request feedback on how the services/surgery can be improved.

Teresa Beach and Karen Burgess have volunteered to collate the responses. HS confirmed that the survey could be issued to the c.500 patients who receive the invite to the Flu clinic, which is scheduled to be sent out in early September.

4.2.1 The group agreed the following topics, which should be explored in the Customer Survey:

- Appointments
- Prescription Service
- Self-service check in
- Triage Nurse
- Carers Coffee morning
- DNA (did not attends)
- Educational Evenings
- PPG Recruitment
- Flu Clinic
- Communication to patients
- Other (free text box)

4.2.2 The Customer Survey will be distributed to patients via the following methods:

- Flu clinic invite letter
- Pharmacy
- Prescriptions (at Surgery)
- On reception

4.3 Newsletter. It was agreed to carry this agenda item forward to the next meeting, as the Customer Survey will take all available resources.

4.4 Patient Champion. HS updated the group on some of the ideas concerning a Patient Champion. Some surgeries have enlisted the help of one of their PPG members to regularly check the information on display in the waiting room; another PPG member has taken it upon himself to deal with DNAs and explain to patients why this is a problem.

HS asked for a volunteer from the PPG. MC has agreed to be the Patient Champion and focus on the noticeboards within the reception/waiting room area for a period of three months.

4.5 Family & Friends test. KT has updated the PPG on the Children's' Outpatient Dept. Survey, which she will get hold of for HS. KT and TB are to consider ways of getting the patients of the surgery to respond to the Family and Friends test (wait in reception/approach after



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consultation).

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

Electronic Prescribing System (EPS). HS informed the PPG at the last meeting about the new service. From the update HS mentioned that each surgery would be able to add notes to the prescription, which will be visible on the paper copy the pharmacy will print out. HS noticed that the notes, which OTS added to the prescriptions (flagging the need for check-ups) were not getting through to the Pharmacy and therefore the patient was not aware of the instructions from the Surgery. HS has reported this fault with the system providers. HS also raised this with the Practice Manager's at their regular meeting and alerted the others to check to see if a local or more widespread problem. It would appear that other surgeries have experienced the same issue with the lack of notes being shown on the prescriptions. More updates at the next meeting.

Registration for online appointments. HS informed the PPG that later in the year there would be a new system allowing the patients to make appointments online. This will be rolled out after the Flu Clinic (11<sup>th</sup> October). The group discussed the opportunity this brings to capture email addresses for the surgery's patients, which will support the Communication Strategy. More patients will be able to receive updates, newsletters and invitations to the Educational Evening.

NHS England update – application to close list. HS updated the PPG on the latest re the application to close the surgery list. The original application was rejected and the appeal has also been refused. Following the recent feedback from the HealthWatch PPG forum and other events, OTS surgery obtained a copy of the letter from Abbeymeads surgery confirming they have closed their list. Dr Heaton has challenged the decision by NHS England and mentioned that examples exist in Swindon where surgeries have been given permission. Dr Heaton explained the instability in terms of GPs and the high turn-over of patients. NHS England will meet at the end of the month to discuss this case. In the meantime, NHS England have provided some useful contacts and links to the surgery to assist with the recruitment situation. OTS have now advertised in the BMJ (British Medical Journal), plus have several expressions of interests from previous recruitment episodes. HS will provide an update at the next meeting.

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

KT updated the PPG on the outcome of the last meeting (1<sup>st</sup> July) at the recent AGM. The next meeting is scheduled for 18<sup>th</sup> September (11am) at the Voluntary Action Group in John Street. ML has agreed to attend. KT also noticed in the recent communication from Jo Osorio that he has the PPG listed as a 'real' PPG only when it should be a 'real' and 'virtual' PPG.

**ACTION:** KT to email Jo Osorio to get the PPG listing amended. *[KT advised action complete post meeting]*

#### 7. **Fundraising**

Old Town Surgery Patient Participation Group (PPG)

Committee members: Margaret Lay (Chair), Terasa Beach (Vice-chair), Richard Fuller (Treasurer), Elaine Sullivan (Secretary)



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It was agreed that the next Flu clinic would be the primary fund raising event. No further updates at this meeting.

**8. AOB**

**8. Date of next meeting:**

Next PPG meeting will be Thursday 11 September at 18:45 hours. Apologies received from KT.

Meeting closed at 20:20 hours