



Patient Participation Group

**Old Town Surgery
Patient Participation Group
Meeting 13 August 2015 at 18:45 hours**

Attending:

(HS) Hayley Slatter – Practice Manager
(MC) Maurice Cleary – Chair
(CO) Chris Ockwell – Vice Chair
(ES) Elaine Sullivan – Secretary
(ML) Margaret Lay
(SB) Susan Bradford
(BB) Beryl Bowles
(RU) Ron Underwood
(KB) Karen Burgess
(RT) Royston Tylee
(MT) Margaret Tylee
(NW) Nadine Watts – Cllr/patient
(CW) Chris Watts – Cllr/patient
Dr Heaton

Apologies from:

(KT) Krystyna Tworek
(TB) Terasa Beach
(RF) Richard Fuller – Treasurer

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. Feedback to the PPG letters
(NHS England; CCG; HealthWatch and MPs)
4. PPG Objectives
 - Educational Evening – Hot tots; Back Issues
 - Complaints handling (new item)
5. Practice Manager's update (standing item)
6. PPG Forum (standing item)
7. Special Interest (standing item)
8. Accounts & Fundraising (standing item)



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9. AOB
10. Date of next meeting

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

Minutes of the AGM meeting were discussed and accepted as an account of the meeting.

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

2. Actions from the last meeting (O/S)

Action 1. Completed. Minutes are uploaded onto OTS website

Action 2. Covered in Agenda item 8.

Action 3. C/fwd. to September meeting, accountant on holiday.

Action 4. Invited to September meeting. Done

Action 5. Completed.

Action 6: Completed.

3. Feedback to the PPG letters

Dr Heaton stated very positive feedback from the patients. NHS England (NHSE) not very happy. OTS met with NHSE re closure of list. OTS agreed to look at further outliers to reduce the list size. Currently patient stands at 8,168. At its peak was just short of 9,000.

Next step for OTS will be to review patients in SN3 (Covingham/Nythe). There are approx. 1700 patients in that postcode area. Problem is that the practice moved not the patients, therefore expect any request to change surgery would not be well received. Eldene surgery stated it may have capacity but this depends on successful GP recruitment.

Culling patients is not necessarily the answer; it will simply move the problem to another part of the locality. Swindon is the fastest growing town with population growth from 180,000 in 2011 to over 210,000 in 2015. The Dept. of Health states that the GP list size should be 1750 patients per partner. Looking at the growth area for Wichelstowe, there would need to be 5/6 GPs. There are expected to be 34% GPs due to retire in the next 5 years. This set against the fact that 29% of the training programmes for GPs remain unfilled does not make for a difficult challenge for growing towns such as Swindon.

PPG received responses from Swindon CCG, HealthWatch and Nadine Watts but nothing from NHSE or MP Robert Buckland. NHSE submitted a joint statement with OTS for publication to the Swindon Advertiser.

Action: ES to contact MP Buckland and Nikki Holmes at NHSE for a response to the PPG letter specifically.

Cllrs Nadine and Chris Watts stated that they will look to get a motion at the full council and at the forthcoming Scrutiny Meeting. Scrutiny & Overview meetings are due 2nd and 9th September. Nadine Watts confirmed that these meetings appreciate questions in advance and



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would strongly recommend that members of the PPG attend as open to the public. Would also be valuable if a GP could attend. CO recommended that the PPG get a question added to the Agenda as opposed to raised on the day.

Action: PPG members to consider attending the next Scrutiny & Overview meeting.

Details below from Jo Osorio's email.

"The next meetings of the two relevant Overview and Scrutiny Committees (2 and 10 September) would be opportunities for the matter to be raised in public. Details on our website <http://www.healthwatchswindon.org.uk/content/events>. "

"The new [joint primary committee](#) next meets in public on 7 October and the [Health and Wellbeing Board](#) meets, also in public on 21 October. "

Nadine has flagged the concerns to Tom Watson and Ben Bradshaw (contenders for Deputy leader of the Labour party).

Feedback to actual letter from Swindon CCG. The Investment has led to Urgent Care centres; Hot tots specialist services for parents of young children who need to see paediatricians/nurses. Also there is the Home Visit scheme, which is providing invaluable help to GP surgeries. Whilst these are all encouraging and provide care for Swindon patients, the Urgent Care centres mop up the pool of GPs available as they pay top rates. This is having a knock-on affect to the GP surgeries in the locality trying to recruit salaried GPs.

(POST Meeting) Nadine supplied the following contacts for the Council's various committees.

Maureen Penny is the Chair of the Health & Adults Overview Committee.

Brian Mattock is the Lead Member of the Health & Adults Overview Committee.

Nadine has asked if this could go on the agenda on 10th September meeting.

The Health & Adult Social Care Overview Committee would be the most appropriate committee to review the problems at OTS and it's next meeting is at 6pm on 10th September.

The Children's Overview Committee is on the 2nd September but this wouldn't be an appropriate forum and they'd only get referred to the Health Overview Committee.

At the Health & Adult Social Care Overview Committee on 10th September there is an agenda item entitled "performance update report" where representatives of NHS England and the Health and Wellbeing Board (HWB) will be presenting to the committee with updates on their areas.

The Local Medical Council (LMC) and Practice managers in Swindon locality have agreed there is a particular recruitment problem for Swindon. Swindon does not appear to be an attractive place to work. Challenge would be for the council to re-brand Swindon as the place to work.

4. PPG Objectives

Educational Evening (Hot Tots/Back Issues).

PPG agreed the date of the next Educational Evening should be either 4th or 11th November. This will allow for sufficient notice to be given to patients/publicity.

Action: HS to contact Hot Tots for speakers. Update at next meeting.



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Complaints handling (new item)

Suggest 2/3 members of the PPG create a subgroup to review complaints (non clinical) to support the OTS in responding to patients. Chris Ockwell/Roy Tylee and Margaret Lay have volunteered to be this sub-group.

5. Practice Manager's update (standing item)

Local GP has been offered a contract and has agreed to do 6 sessions/4 sessions over the next couple of weeks. This will still leave the surgery will one day without GP cover, however one of the GPs at Hermitage surgery will be on call. Have got some locum cover and of course the Triage nurse is available.

New telephony service in place from today (13/08). Dr Heaton has recorded a personal message to inform the patients of the situation and to ask for their patience during this period. **Action: PPG** to listen to message so they are familiar with the message going out. Number if 616057. Heritage surgery did this and had very positive response.

NHS Choices. Every surgery has an NHS Choices page where patients can provide feedback after they have used the surgery. Recently the surgery's star rating has gone down from 4 stars to 2 stars. Last few months have seen poor reactions from patients, which is indicative of the current situation. The surgery would like to remind all patients to complete an NHS Choices feedback form after a visit to provide valuable feedback. NB. Care Quality Commission (CQC) will use the surveys when rating the surgery.

NHSE request for extension re closed list. HS informed that the surgery has asked for a further 6 months extension. Decision likely 21st September.

6. PPG Forum (standing item)

Update post meeting. Next two PPG Forum meetings will be 2nd September and the next one after that will be 2nd October. KT has volunteered to attend the October meeting.

Action: PPG members to agreed attendance for the September meeting.

7. Special Interest (standing item)

Nothing this meeting.

8. Accounts & Fundraising

MC has seen accountant and will provide update at the September meeting. ML has bank statements, which will be passed to accountant.

9. AOB



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8. Date of next meeting:

Next PPG meeting(s) will be:

10th September

Meeting closed at 20:10 hours