



Patient Participation Group

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

Attending:

(HS) Hayley Slatter – Practice Manager
(MC) Maurice Cleary – vice Chair
(ES) Elaine Sullivan - Secretary
(KT) Krystyna Tworek
(CO) Chris Ockwell
(RU) Ron Underwood
(KB) Karen Burgess
(RF) Richard Fuller – Treasurer

Apologies from:

(ML) Margaret Lay – Chair
(TB) Terasa Beach
(SB) Susan Bradford
(BB) Beryl Bowles
Dr Heaton

Virtual/non attending membership (email only)

Agenda

1. Minutes from the last meeting
2. Actions from the last meeting
3. PPG Objectives
 - Educational Evening
 - Feedback
 - Next Topic(s)
 - Communications
 - Summer Newsletter
 - Patient Survey – FINAL version
 - AGM
 - Planning for the AGM meeting
 - Election of the Committee members
4. Practice Manager's update (standing item)
5. PPG Forum (standing item)
6. Fundraising
7. AOB



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- HealthWatch
 - Carers
 - PPG Mailbox
8. Date of next meeting

Welcome and apologies

Apologies were given for the meeting.

1. Minutes of the last meeting

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

Action: HS to upload a copy of the minutes of the May meeting 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. Carers awareness. AOB agenda item.

Action 3. AOB agenda item.

Action 4. Completed. Emailed HealthWatch. No schedule exists

Action 5. Completed. Thank you letter sent to GWH

Action 6: Completed. ML contacted local press/papers/radio

Action 7. Completed. ES emailed HealthWatch for inclusion on newsletter/website

Action 8. Completed. Flowers presented to Ciara

Action 9. Ongoing action

Action 10. HealthWatch page can be added to the OTS website. C/Fwd awaiting content

Action 11. C/Fwd. Content for the HealthWatch page on the OTS website (see Action 10)

Action 12. ES has set up a Twitter account for the PPG. Login details to be circulated to the PPG members. c/Fwd

3. PPG Objectives

Educational Evening (Healthy Living). The PPG agreed to continue with the Educational Evening despite the low attendance at the last event. This has been attributed to holding the event during half term, possibly not specific topic like previous events.

All attendees found value in the event and have been tasked to complete the feedback form for the report. Suggestions required for the next round of Educational Evenings. So far one idea re Paediatric – Well Baby Clinic, which is a service offered by the Surgery.

Action: All PPG members who attended the Educational Evening to complete a feedback form if not already done so.

Action: All PPG members to provide suggestions for the next Educational Evening and present at the AGM meeting on 16th July.

Communications (new standing item)

Summer Newsletter. This is in hand with KB/HS.



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Patient Survey – FINAL version. This will be taken to the AGM and is already uploaded to the OTS website.

AGM

Planning of the AGM. The Practice Report, Chairman Report and Treasury Report are all available on the OTS website. PPG members are asked to provide feedback to HS on these documents before the AGM.

Election of the Committee Members. Election of the Committee members is required as per the Constitution. Copies of the Constitution, Code of Conduct and Terms of Reference will be made available for the AGM. Members are asked to consider roles they would like to take. Expression of Interests to be sent to HS at the Surgery.

4. Practice Manager's update (standing item)

Online prescription/appointment service: HS confirmed the new system is now open for Online Appointment booking. HS confirmed (GP only) appointments are released 48hrs before and can be booked up to 6 weeks in advance. HS gave an illustration of how many appointments are made available; there are 14 routine appointments for each session, 2 are blocked out per GP so if there are 4 GPs then there would be 8 appointments available online. This will ensure that those patients who do not have computers etc. are not disadvantaged. HS confirmed take up is increasing, and reception staff are raising awareness wherever possible.

This week there was a problem with the digital signing of the online prescriptions, which was a national problem with ETP. Contingency is to resort to paper prescriptions. KB highlighted a problem with her own prescription, which HS has agreed to review.

Action: HS to investigate KB's prescription issue.

Community Navigators. OTS will get someone in post mid July. The Community Navigator will be assigned to the surgery 2 days per week, and will be funded by the Swindon Clinical Commissioning Group (CCG). Their role is one of sign-posting. The focus is on the patients who have been discharged from the GWH. They will look at the patients' needs, produce a care package that the patient can manage. HS had meeting with CCG today. Agreement to get Community Navigators to meet together and share best practice. This will be reported back to the surgery/PPG.

The Surgery is recruiting again and has advertisements in the British Medical Journal (BMJ), along with NHS Jobs and Local Medical Council's website (LMC). In the interim/short term locum GPs are being cover any gaps. PPG members suggested that if the recruitment will have a negative impact on appointments and waiting times, the flyer sent out previously should be reviewed and sent out to explain what is happening etc.

Action: HS to revisit the flyer and re-issue when possible.



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List closure. HS confirmed OTS still have their list closed. There is a meeting with NHS England on 30th July. Update to follow after this meeting.

5. PPG Forum (standing item)

Next meeting on 7th July. KT/CO/RF/HS confirmed registered for the event as per the HealthWatch email.

It was agreed that when the agenda is provided, the PPG will discuss and allocated to members who are interested in researching on behalf of the PPG/OTS. This will ensure that the PPG can attend more of the Forum meetings by sharing the responsibility. This will only work if members make it known what they are interested in with regards to specific health issues (dementia/diabetes etc.).

Action: ES to add new standing Agenda item – Special Interest to the future Agenda's.

6. Fundraising

Latest Finance statement will be available at the AGM.

7. AOB

Carer's Liaison/Awareness.

HS confirmed two new carers have been registered with the surgery. The surgery is looking to contact all the Carers with a questionnaire to solicit feedback on how they can be supported and what they would like to see from the surgery. OTS needs to be mindful that there is no funding to support Carers.

HS mentioned the recent update from the Memory Clinic, where they are working on getting the patients on the medication earlier. Currently there is an 8month wait for the Memory Clinic. This is relevant to the Carers topic in that the Carers mentioned if they do get any free time, it would be spent doing personal things, not attending coffee mornings etc. More updates to follow at the next meeting.

HealthWatch/MP visit

ES was tasked with emailing HealthWatch to see if they would invite Bob Buckland to a PPG forum. Response was that the OTS PPG should invite MP Buckland directly. It may be a suggestion to invite MP Buckland to a locality meeting, where 12 GPs attend.

Action: CO to produce Draft email to MP Buckland for approval and onward circulation.

PPG Mailbox

ES asked for back-up with the PPG mailbox as not always able to check this daily. KB volunteered to provide cover.

Action: ES to send login details to KN

8. Date of next meeting:



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Next PPG meeting(s) will be:

AGM – 16th July 2015

PPG meeting – 13th August 2015

Meeting closed at 20:10 hours