

Old Town Surgery
Practice Participation Group
Meeting 8 November 2012 18:45

Attending:

(MH) Michele Hayes – Chair
(HS) Hayley Slatter – Practice Manager
(JG) John Grieg
(BB) Beryl Bowes
(ML) Margaret Lay – Vice Chair
(ES) Elaine Sullivan – Secretary
(KT) Kystyna Tworek
Dr Heaton

Apologies from:

(AF) Audrey Fry
(GP) Gillian Pearce
Dr Ben Basterfield – Practice HP
(VC) Vivien Craig
(RF) Richard Fuller – Treasurer
Dr Maggie Carson

Agenda

1. Minutes of the last meeting
2. PPG Forum (LINK) 28 November 2012
3. Do IT.org website
4. Flu Clinic
5. OTS website & triage nurse – update
6. AOB
7. Date of next meeting

Welcome

Chair welcomed members to the meeting.

1. Minutes of the last meeting.

Minutes of the last meeting were agreed as an accurate reflection of the last meeting.

2. PPG Forum (LINK) 28 November

The minutes of the last meeting were circulated to the members.

Next meeting is scheduled for 28 November and Kystyna will be attending on behalf of OTS PPG. HS mentioned that at a recent CCG meeting she relayed the feedback from the Forum having low attendance and poor response.

3. Do-IT.org website

MH mentioned the idea of using volunteers from this website to assist the surgery in managing the Did Not Attend (DNA) appointment issue. HS mentioned

that it would not be possible due to confidentiality issues. Instead the surgery re making time in the day to call those who have missed an appointment. The doctors will also challenge the patients during the consultation. There remains a system at the surgery to remove patients off the surgery list if they DNA three times.

4. Flu clinic

Flu clinic was a great success with over 440 patients attending. Approx 30 patients had to be turned away as ran out of the flu jab. Stocks are now in place at the surgery. Patients from a wide range of ages attended.

HS thanked the PPG members for volunteering on the day. Particular thanks to ML for providing so many presents for the tombola, which was very successful with £76 raised to buy toys for the surgery. It was agreed that we would hold another tombola to raise funds. This would be held near Christmas and donations are appreciated. HS will keep them at the surgery.

No new members for the PPG, however a more targeted recruitment drive was discussed which would be more effective.

Action: MH to review the PPG flyer. HS to liaise with contact at the Ridgeway Hospital re speakers for Open Evening and also about a catalogue re buying the right toys. Surgery to set up a cleaning schedule for the toys when in place. RF/PPG need to set up a bank account with two/three signatories.

5. OTS website & Triage nurse

HS update the PPG with the current status of the website. Website is still suffering from technical difficulties as far as the Triage nurse section.

Action: HS to keep the PG updated on the website. When possible the PPG will review the Triage section.

6. AOB

Dr Heaton joined the meeting.

Suggestion received from a patient about the surgery purchasing a digital camera to assist with diagnosis and monitoring of a dermatological problem etc. Dr Heaton stated that this may be taken forward at the next CCG locality meeting to explore the options.

Dr Heaton updated the PPG on the newly launched approach to Dementia screening as promoted by David Cameron. It is based on using an App on an iPad and allows the patient to run the screening themselves. Funding will have to be sought to purchase the iPad. The App has a £1500 licence fee, which the surgery will have to fund. Once in place, Grace (at the surgery) would take this forward as she would work with the patients.

Following the feedback from the Purton PPG meeting, it may be an idea to invite Dr Simon Manchip (based at the Victoria Centre) to speak about dementia at an Open Evening held at the surgery. This would also be a great opportunity to raise

funds for the purchase of the iPad as well as creating more awareness of the disease. This type of event would also provide an opportunity to promote the PPG and attract new members.

Action: PPG members to approach any organisations they may have connections with for potential donations or fund-raising opportunities i.e. rotary club/Co-op/Dr Wilson Charitable Trust. ML to speak with contact that works at computer company re iPad.

2012 Questionnaire.

HS confirmed that the online survey will be placed on the website and will be emailed as appropriate to patients to capture feedback, alongside the paper based questionnaire. The survey link will be added to the newsletter too.

And finally, many thanks and good luck to John Grieg as he will be moving to Pembrokeshire on 20 November. He will be missed. Good luck John x

7. Date of the next meeting:

Next meeting of the PPG will be Thursday 13 December at 6:45pm at the surgery.