

**Old Town Surgery**  
**Minutes of Patient Participation Group Meeting**  
**Thursday 12<sup>th</sup> July 2012 @ 6:45pm**

**Attendees:**

**Old Town Surgery staff representatives;**

Hayley Slatter – Practice Manager (HS\*)

Joy Godwin – Receptionist/Administrator (JGod\*)

**Patient Representatives:**

Richard Fuller (RF\*) Michelle Hayes (MH\*), Margaret Lay (ML\*), John Greig (JG\*), Elaine Sullivan (ES\*), Beryl Bowles (BB\*) Gillian Pearce (GP\*), Krystyna Tworek (KT\*)

**Abbreviations**

**PPG\*** - Patient Participation Group

**PRG\*** - Patient Representative Group

**OTS\*** - Old Town Surgery

**NAPP\*** - National Association for Patient Participation

**FPM\*** - First Practice Management

**CCG\*** - Clinical Commissioning Group

**Introductions:**

As there were several people in attendance that unfortunately had been unable to make the previous meetings, HS\* ran through the basic aims and goals of a PPG\*.

All new members were given a 'PPG welcome pack'

**Minutes from last Meeting;**

HS ran through the last meetings minutes. The following points were covered

- **Purton PPG Meeting**

HS has been able to secure a visit to the next Purton PPG meeting on Tuesday the 18<sup>th</sup> of September 2012 @ 7:30pm. BB\*, JG\* & HS will attend this meeting on behalf of the PPG and report back to the group.

- **BP Machine in waiting room**

It was agreed that a BP machine in the reception area was NOT a good idea due to the possibility of misleading and misreading results. It was felt that potentially it could have more of a negative impact on services than a positive one.

- **Problems with opening attachments**

It has been hi-lighted that some members have had problems downloading the attachments and agenda sent via email.

In future all attachments will be sent in PDF form.

- **Survey Questions**

It was suggested by MH\* that perhaps a section of the questionnaire could be left for patients to add comments to make suggestions to improve services. HS informed the group that in last years survey there was an option for patients to add any further comments. It was felt that the comment 'Do you have any suggestions to improve services?' would initiate more feed back.

- **Practice Newsletter**

It was agreed it would be a good idea for the PPG to add a section in the Old Town Newsletter. This could be used to advertise the aims of the PPG and recruit new members etc. HS also suggested the PPG could even produce their own publication. This will need to be organised by the PPG chairperson once elected.

- **Waiting times for Dr's appointments**

HS assured the PPG that this has been a priority for the partners and she was happy to be able to announce that the practice is currently looking at advertising for a salaried GP for 6 sessions a week. It is hoped that this will ease waiting times for routine appointments. The closing date for applications is the 31<sup>st</sup> of August 2012

## **Agenda**

- **Election of Patient Representative Group Members**

HS brought the group to order to vote for the following committee;

**PPG Chair** – Michele Hayes elected by the group

**PPG Vice Chair** – Margaret Lay elected by the group

**Secretary**- Elaine Sullivan elected by the group

**Treasurer** – John Greig elected by the group

- **PPG representatives invitation to attend PPG forum meeting**

HS informed the group that there will be a PPG forum meeting held at the Civic offices Euclid Street in Swindon on Wednesday the 25<sup>th</sup> of July 2012 from 11:00am – 12:30pm. This is the first meeting where members of surgery PPG's are invited to join a forum to discuss

KT\* thinks she will be able to attend, BB & MH will confirm if they are able to attend.

- **Patient Representative Feedback**

- **Patient Transport**

ML\* fed back to the group that she had done a great deal of research into the idea of the PPG funding a mini bus for patients to attend their appointments at the surgery. ML informed the group that this would be a very costly and legal minefield. ML has also explored the possibility of local taxi firms providing OTS\* patients with cheaper rates when going to and from the surgery.

ML has already spoken to a couple of firms.

It was agreed that once the committee was in place, representatives from local taxi firms would be invited to meet with the group to explore this idea further.

GP\* informed the group that transport vouchers provided by Swindon Borough Council could be used towards taxi costs.

- **Fund Raising**

ML has agreed with a 'local band' that they would be willing to play at any future fund raising events where appropriate

ML has volunteered to provide catering services at any future fund raising events where appropriate

- **Moving Forward**

- HS advised that the next course of action for the group is to draw up a PPG constitution. HS provided the group with a draft constitution that has been designed by collating draft constitutions from NAPP\* & FPM\*. The constitution will need to be tailored to fit the group.
- HS also advised the group they may wish to review the PPG code of conduct rules to ensure they are appropriate and supportive of the PPG group.
- ES\* currently works for Essex CCG\* so she was able to give the group an overview of the current and future role of the GP within commissioning. ES will continue to update the group as and where appropriate.
- MH raised the issue of insurance for the group. This will need to be explored once the group is formed.
- MH asked if the practice could keep a list of emergency pharmacies in reception.
- HS informed the group that there is an account with approximately £4.00 in the account name of 'Friends of Old Town Surgery' this account was set up on the move to the new surgery by a group of patients that has now folded. HS suggested that the group may want to take over this account for the PPG. For further discussion at the next meeting.
- HS advised the group that the new committee would now take over the organising and facilitation of the PPG meetings in future. A plan of action and objectives for the group would need to be drawn up at the next meeting and focus groups may need to be formed to steer and focus the group for certain projects e.g. Organising of open day, patient survey etc.

- **Date of next meeting**

The date of the next meeting was set for Thursday the 9<sup>th</sup> of August 2012 at Old Town Surgery from 6:45pm. ES will circulate the agenda and minutes from the last meeting beforehand.