

Old Town Surgery
Minutes of Patient Participation Group Meeting
Thursday June 7th 2012

Attendees:

Old Town Surgery staff representatives;

Dr Ben Basterfield – Partner (Dr B)
Hayley Slatter – Practice Manager (HS)
Joy Godwin – Receptionist/Administrator (JGod)

Patient Representatives:

Royston Tylee (RL) Margaret Tylee (MT) Mrs Beryl Bowles (BB)
Mr John Greig (JG) Mr Iain Greig (IG) Margaret Lay (ML)

Apologies;

Patient Representatives;

Michelle Hayes, Gillian Pearce, Krystina Tworek, Tony Dechausay,

Introduction;

As there were several new attendees HS and Dr B welcomed them to the group.
Dr B gave a brief statement as to the purpose of the group.
JG and IG along with BB were given membership packs, as all 3 were unable to make the first meeting.

Minutes from last meeting

HS discussed the minutes of the last meeting adding that at present there are 23 patients who are looking to join the PPG as virtual members.

Agenda

- **Promotion of the PPG**

There are several ways that the surgery can help with promotion of the PPG.
Advertisement in the practice waiting rooms, on the practice website, quarterly newsletter, patient information board, word of mouth etc
HS has asked that a poster be displayed at the Commonweal School, it is hoped that this would also encourage a “younger membership”.
HS will contact other local senior schools
BB suggested advertising in the Swindon LINK magazine
HS asked the group to support the promotion and recruitment of new members.

- **Reading Material in Practice Waiting Rooms**

RT raised the question of cost and the supply of reading material in the waiting rooms, JG, assured the group that ALL reading material is donated to the surgery. There are signs in both waiting rooms asking patients to donate suitable reading material.

- **Suggestions for practice survey questions for 2012**

HS informed the group that the following suggestions for questions for the practice 2012 survey have been received;

- How satisfied are you with parking facilities?
- Would you like the surgery to open Saturdays?
- Would you like an online booking facility available to you?
- Would you use a BP testing machine if one was provided in the surgery waiting rooms?

It was discussed that once the group is established, it may be a good idea to have a focus group that would look at gaining further feedback and suggestions for the practice 2012 survey

- **BP Machines in patient waiting rooms**

HS informed the group that some practices have a BP Machine in the waiting room for patients to use. This was met with mixed feelings. Some thought a good idea whilst others thought it could cause concern if misread etc.

- **List of priorities for action & a development plan**

Once the group has been established, a list of priorities and a development action plan will need to be implemented.

Some topics that have already been raised in previous meetings and feedback from patients are;

- Increase awareness of the changes in commissioning of services
- Annual Open days

- **Appointments:**

All members raised concern over the increased waiting times that patients have to wait for appointments;

Dr B assured all present that the partners are looking into several options regarding the present situation and ways in which waiting times for appointments could be improved. E.g. the introduction of more salaried Dr's, enabling the set up of more sessions etc

- **Increasing Waiting Times**

HS and Dr Basterfield acknowledged that at times it was unfortunate that surgery session over- run, but that it can be quite difficult to cut a patient off.

Reception staff will continue to advise patients on arrival that a Dr has been delayed and give them the option to re-booking.

RT suggested that perhaps staff could text patients to remind them of appointments. This was felt by the majority that it would not only be very time consuming but also quite costly.

- **Suggestions Box**

HS advised the group that the idea raised concerning a suggestion box has been implemented. The suggestion box can be found to the left of reception. All staff will direct patients who make suggestions to leave a comment in the box.

- **Patient Representatives Feedback**

ML has been very busy since the last meeting and looked into several ideas that had been raised last meeting.

The purchase of a minibus. Not only would it be very expensive the legal implications would be a minefield. She did however come up with the idea of setting up a contract with local taxi firms to provide a cheaper rate for patients coming and going from the surgery. ML will look in to this and report back at the next meeting.

Fundraising

ML also explained that she was quite happy to take on the role as fund raiser; her grand children are in a band and have already agreed to play for free once venue etc had been secured. ML is also happy to provide catering etc

Visit other practice PPG

ML suggested that it may be helpful to visit another practice that has a long standing PPG. HS will ask Purton surgery PPG if they would be happy to have a couple of members from Old Town PPG attend their next meeting

- **PPG Committee Moving forward**

HS advised that for the group to move forward a committee needs to be elected. It was agreed by the group that selection for Chairperson/ Vice Chairperson / Secretary Roles should be voted in.

A patient representative election form should be completed and submitted by the prospective candidates by Friday 6th July 2012.

HS will then ask the other members of the PPG to vote to elect the patient representatives committee at the meeting on Thursday the 13th of July 2012

Once these positions are filled and members are in place, the next major step is for the constitution to be agreed upon.

- **AOB**

BB informed the group that there will be 15 mile midsummers walk across the Ridgeway (starting at 11:30pm) in aid of ABC (Action Before Cancer) A champagne breakfast will be served at the end of the walk.

Please contact the Practice Manager Hayley Slatter for further details

Date of Next Meeting; Thursday 13th July 2012 @ 06:45pm – Old Town Surgery