



Patient Participation Group Meeting held on Wednesday, 13th December, 2017

Agenda Item 1: Present

Steve Bates (Chair), Bob Gould, Vanda Gould, Mike Whitehand, Gordon Lovell, Toni Rampello, John Neale, David Lloyd, John West, Jan Lloyd, Bruce Battams, Nigel Vaughan, Christine Cartwright, Dr Nigel Fagan (GP), Dr Adam Staten (GP), Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Fay Read, Judith Westell, Jill Hussein, Clive Robinson, Mark Pitman and Penny Liddiard.

Agenda Item 3: Minutes of the November PPG meeting

The minutes were circulated prior to the meeting and it was agreed that they were an accurate record of our November PPG meeting. They will now be included on the surgery's web page.

Agenda Item 4: Matters arising

- (a) Patient Congress Meeting: Steve reported that the meeting was cancelled.
- (b) Horticulture: Steve mentioned how lovely the Cyclamen are looking and thanked the gardeners.
- (c) NAPP GROUP of 100: We were informed that we are now part of the NAPP Group of 100. (Item 10(a), November minutes)
- (d) A bench? This was discussed and information on a bench, costing between £600 and £700, was circulated. The intention is that patients waiting for transport could use it outside until they are picked up. The bench we are looking at is made of recyclable materials and is hard wearing. There were several concerns regarding having a bench outside the practice, eg would it be misused, would litter be left and is it necessary. Also if the surgery were to move would it be a waste of money. It was mentioned this subject was discussed in the past but on that occasion it was decided not to go ahead with purchasing a bench. If it is finally decided to purchase one, the details will be given to the Partners to make a final decision.
- (e) The NAPP survey (Item 8) Steve informed us that he completed this and said very nice things about the PPG.
- (f) Health education sessions, 6th December and 10th January, 2018 (Item 9, 2): Angela gave feedback regarding the session on 6th December. The intention

was for 2 or 3 PPG members to make tea/coffee for those attending but despite it being an excellent opportunity for those caring for a sick child under the age of 5 no one turned up. Possibly it wasn't advertised sufficiently. It went ahead and 7 of us, which included 5 surgery staff, formed his audience listening to Dr Adam Staten's talk and asking questions relevant to our experience bringing up children. The next session is on 10th January, 2018 and already patients are booking places. Angela said his presentation was very interesting and informative.

- (g) Donation to Willen Hospice following visit by PPG members. (Item 10 c): Angela gave feedback on our visit to Willen Hospice which was excellent. It was agreed to send a £50 donation to the Hospice.
- (h) Community Grant request (Item 4 (c): Steve reported that our request for a £2,000 grant was rejected, the reason being that applications must be in retrospect which we hadn't realized.

Agenda Item 5: Future speakers

Jan reported that our speaker on 8th January is Tyrone Blackford-Swaries, CNWL Director, Mental Health for Milton Keynes. Topics for future speakers, possibly in March and June, are Medical Dogs and Stroke.

Agenda Item 6: CPR and how to use a defibrillator training session

At a previous PPG meeting Jane mentioned that a company they use for training was offering 2 free training sessions each month during October, November and December on how to do CPR and use a defibrillator. Applications were invited and each month a draw would take place to find the lucky winners. Angela received an email congratulating our PPG on being offered one of these training sessions, the date of which has to be decided but it will be in January 2018. (*Now confirmed – 10th January, 2018 commencing at 6 pm upstairs in the surgery*). The maximum number able to attend is 15. Those present were asked if they would be interested in attending and Bob, Vanda, John (N), Toni, Christine, Steve, Jan, Michael, Gordon and Angela expressed an interest in participating. The remaining places will be offered to PPG members who regularly attend PPG meetings on a first served basis.

Agenda Item 7: Update from the surgery

Dr Fagan informed us that:-

- ❖ There had been a positive meeting regarding new premises and the CCG seem to be committed to the project.
- ❖ The new physiotherapy system will start in February.
- ❖ Dr Adam Staten is going to be a GP trainer at the surgery and will be involved in training doctors at various stages of their career. All of those training are qualified doctors and some may well do some consultations. All GP's will support Dr Staten.
- ❖ The surgery has heard that they may be able to close early on 22nd and 29th December as these are usually quiet days. NHS England has been informed.

Agenda Item 8: Any Other Business

- (a) At a previous PPG meeting we were discussing a First Aid training session. Mark, who is one of our PPG members, is a volunteer with the Red Cross and qualified to teach first aid. He kindly offered to check with the Red Cross as to whether he would be able to give us some first aid tuition. They have agreed but no certificates will be given. All were very grateful to Mark. A decision will be taken later regarding a date for the training session.
- (b) Bruce raised the point that when patients go to hospitals other than MK for a first appointment there seems to be no record of patient's previous condition and treatment and asked the question is there some way that this information could be transmitted to the respective hospital of attendance? Dr Fagan pointed out that there is no digital means of doing this at the moment but if the patient wishes to take some hard copy information with them the Practice is willing to assist. The GPs do send a referral letter regarding the patient and include the relevant medical history but it is a good idea for patients to make a record of their condition, appointments and medication in order that they can offer more details should these be required. Toni pointed out that she has experienced this problem but now logs all her conditions and treatments from the various hospitals she has been referred to and she finds this works for her.

Agenda Item 9: Dates of next meetings

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| Core Group | - | Wednesday, 3 rd January, 2018 at 12.30 pm |
| PPG Meeting | - | Monday, 8 th January, 2018 at 6.15 pm |