



**Patient Participation Group Meeting
held on Tuesday, 14th November, 2017**

Agenda Item 1: Present

Steve Bates (Chair), Mark Pitman, Gillian Holloway, Clive Robinson, Michael Whitehand, John Neale, Toni Rampello, Gordon Lovell, Nigel Vaughan, Jill Hussein, Vanda Gould, Robert Gould, Jan Lloyd, Dr Nigel Fagan GP, Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Penny Liddiard, Fay Read, Judith Westell, Bruce Battams, Christine Cartwright and Sheila Dale.

Agenda Item 3: Minutes of October PPG meeting

These were circulated prior to the meeting in draft form. There were a few amendments which will be included in the final version. These will be circulated.

(The Chair asked that Agenda Item 5 be taken out of order)

Agenda Item 5: Speaker for this meeting – Sonal Mehta, Neighbourhood Pharmacist (South) who was invited to speak on the subject of self care.

Steve introduced Sonal and thanked her for coming to speak to us about self care. The timing of her talk during National Awareness Week was very appropriate. Sonal gave us very comprehensive information of her work within the CCG where there is concern about the cost of medicines prescribed. She mentioned that self care encourages patients to take ownership of their health issues with help of their families, with prevention being a primary aim.

Sonal also explained that in future, Care Navigation would be a normal feature of primary healthcare, which was confirmed by Dr Fagan. This involves a patient being assessed before being directed to the person best qualified to deal with their issue, even at GP surgery level.

Steve thanked Sonal for an extremely interesting, informative talk and presented her with a small token of appreciation.

Agenda Item 4: Matters arising

- (a) Patient Congress Meeting notes – Meeting cancelled: Steve reported that he will be having a meeting with CCG Representatives Mike Rowlands and Clairra Ferreira on Monday 20th November, 2017 regarding the Patient Congress.
- (b) Horticulture: Some cyclamens have been planted in front of the bushes at the front of the surgery. Steve asked if the PPG should purchase a set of garden tools but Angela thought this not necessary at present.
- (c) Basic First Aid – an update: Steve reported that there is no support for the PPG to run this unless we have a professional trainer which would cost approximately £250 to £350 for 10 people which doesn't represent good value. Steve has written asking if we can be awarded a £2,000 NHS community grant. Mark, who is a qualified first aid trainer, will speak to the appropriate person at the Red Cross where he is a volunteer to ask if they would be able to do some first aid training.

Agenda Item 6: Flu Clinic Raffles

Steve informed us of the amount the PPG raised by selling raffle tickets during the 2 flu clinics - £531, a magnificent amount. He extended a thank you to all who provided raffle prizes, purchased raffle tickets and helped before and during the flu clinic days. Angela will contact a few of the winners again who are yet to collect their prize.

Agenda Item 7: Leaflet produced by NHS England about what happens when a patient is referred to a specialist.

Our attention was drawn to a document called “What happens when you are referred by your GP to see a specialist? An electronic copy of this leaflet can be accessed via www.england.nhs.uk/patientinterface. Copies are also available from the surgery and via the surgery website.

Agenda Item 8: National Association for Patient Participation (N.A.P.P.)

Steve informed us that N.A.P.P. has been commissioned by NHS England to work with colleagues in the NHS England Central Midlands region to improve the effective engagement of local GP Practice PPG's.

The work with PPGs extends to all PPGs in the region, not just those that are existing members of N.A.P.P. As part of this work N.A.P.P. are asking PPGs, Practice Managers and the local Clinical Commissioning Groups (CCGs) to answer a short questionnaire to help better understand how effective the engagement of PPGs is, as experienced by those different parties.

A parallel survey is going to all CCG Patient and Public Engagement leads and Practice Managers in the Central Midlands region.

Steve agreed to send our PPG members the link for information. He will complete it for the PPG but members can also individually take part.

Agenda Item 9: News from the Surgery

Dr Fagan and Jane reported as follows:-

- ❖ Rosi gave Jane 2 requests which were posted into the PPG Comments box. One related to the surgery's appointments screen not telling patients where to go. The second was a suggestion that there was music in the surgery. Angela will let the patients concerned know that these requests have been passed on to the Jane Hanlon, Practice Manager.
- ❖ Dr Adam Staten will be running two educational, training sessions for parents, grand parents and carers entitled caring for a sick child under 5. These will be at 12.30 pm on Wednesday, 6th December and Wednesday 10th January 2018. We were asked, and it was agreed, that some PPG members will make coffee and tea prior to these sessions.
- ❖ Lavente Gate is an area behind the Hunters Farm shop opposite the proposed Eaton Leys Estate. The Guinness Trust has undertaken a public consultation with a view to obtaining planning consent for 625 houses. This development would obviously have some impact on the proposed surgery planned for Eaton Leys.
- ❖ Surgery training: We were informed that the surgery is having a training session on 22nd November, the subject of which is Excellence in Patient Reception. Various topics will be covered such as how to deal with difficult patients/situations. We were asked to inform Jane of anything we think might help to be included during this training session.

Agenda Item 10: Any other business

(a) The N.A.P.P. Group of 100 Operating Framework: The Group of 100 works primarily through e-mail with N.A.P.P. (National Association for Patient Participation). It was agreed that we should be involved and Steve will respond to their surveys, normally only one per month, giving our PPG views.

(b) Physiotherapists – Update: Steve mentioned that our surgery carried out a petition, signed by 2,000 of the surgery's patients, to keep our physiotherapists who have served the patients and CCG with distinction and loyalty. Following this Steve wrote to Hema Sutton, (NHS MK CCG) for an update as to what progress has been made regarding the future of physiotherapy services. In reply to Steve, he was informed that the Clinical Commissioning Group concluded the procurement of Community Physiotherapy Services on 31st October. Following the end of procurement there is a process to be followed in communicating the outcome. We understand that there is a Patient Participation Group (PPG) Network meeting at the beginning of December

and as part of the CCG's planning when it is their intention to provide an update to all PPGs at this meeting.

(c) Willen Hospice visit: Michael confirmed that our second visit to Willen Hospice is on 28th November and it was agreed to meet just before 2 pm in the Hospice reception. PPG members included in the visit are Michael, Gordon, Angela, John (N), Dallas and John (W). Michael was thanked for organising this visit.

(d) Twiddle muffs: It was agreed that our PPG twiddlemuffs, mostly made by Vanda, should be given to the Stroke Unit in MK Hospital (if they need them). Previously most were given to dementia patients but we are told they appear to have sufficient at present. It was felt that perhaps one of the specialist stroke nurses from MK Hospital might be able to come and give a talk to the PPG. Jane will try and make contact and make enquiries about the muffs and pass on any details of a potential speaker to Jan.

Agenda Item 10. Dates of next meetings

Core Group meeting - Wednesday, 6th December at 12.30 pm

PPG meeting - Wednesday, 13th December at 6.15 pm

(13/12/17 ail)