

**Minutes of the Patient Participation Group Meeting  
held on Tuesday 9<sup>th</sup> August 2016**

**SPEAKER** Robert Benn – Adult Carer Coordinator standing in for Sue Bowering – Adult Services Manager – Carers MK Group, as she was unable to attend and sent her apologies.

Steve introduced our speaker who gave us a very interesting talk covering the role of the Carers MK Group and an insight into the needs of the carers.

Key messages.

- ❖ The definition of a carer is anyone who cares, unpaid for a friend or family member who due to illness, disability, a mental health problem, frailty or an addiction and could not manage without that support.
- ❖ It is hard to know if someone is a carer, sometimes people do not even know that they are a carer themselves.
- ❖ Carers provide practical help, emotional support and personal care in all sorts of ways.
- ❖ Carers MK is a charity and supports carers from the age of 8 upwards.
- ❖ Universal support is available to all carers, including advice and guidance, ability to refer into other services, provide regular newsletter.
- ❖ Enhanced services are available to carers who need much more support and are at risk of crisis. This includes 1-1 support, Counselling, attendance at a Support Group, Training or workshops and priority bookings for therapies and activities.
- ❖ Young Carers are offered specialist 1-1 support, activities are provided for young carers who may be socially isolated, giving them the chance to meet other young carers, to be children and have fun.
- ❖ Carers MK also give support in schools, helping the staff to become aware of the role a child may have at home and who have regular absences from school.
- ❖ The GP patient survey 2013 highlighted the impact of caring on carer health and the potential risks of a higher level of arthritis, high blood pressure, long term back problems, mobility problems, anxiety and depression.
- ❖ Carers MK have been awarded the Investors in Carers GP Standard and are keen to encourage GP Surgeries in Milton Keynes to gain this accreditation by following the seven stage process within the Investors in Carers GP standard booklet

Jane Hanlon mentioned that the Surgery is aware of this Standard for GP Surgeries and two members of staff have undergone the training to become carer's champions. The practice has a register of patients within the practice who are carers. The surgery is willing to work towards obtaining the Carers Plaque. There will be a new member of staff joining the admin team in September and carers lead will be one of the duties for her to undertake.

Steve thanked Robert Benn for a very interesting talk and he was presented with a small token of our appreciation.

**The meeting then continued as per Agenda**

## **DRAFT MINUTES**

### **Agenda Item 1: Registration**

Present: Steve Bates (Chair), Christine Cartwright, Hilary Godshan, Toni Rampello, Clive Robinson, Jan Lloyd, John West, Mike Whitehand, John Neale, Mark Pitman, Maureen Gladwin, Judith Westell, Nigel Vaughan, Gillian Holloway, David Lloyd, Fay Read, Jane Hanlon (Practice Manager), Dr Nigel Fagan

### **Agenda Item 2: Apologies**

Angela Lovell, Gordon Lovell, Pam Nicholson, Sheila Dale, Vera Roper

### **Agenda Item 3: Review of July 2016 minutes**

The minutes were circulated prior to the meeting. It was noted that John Neale had been present and it was then agreed the minutes were an accurate record of the meeting. They will now be included on the Surgery's web page under the PPG Section.

### **Agenda Item 4: Matters arising**

- (a) Patient Congress Meeting:- Steve and Gordon were unable to attend the Patient Congress Meeting in July. Please see appendix for report.
- (b) Horticulture: – The raised beds are doing very well – help with watering is always appreciated especially during the hot weather. Ask the Reception staff where you can find the watering can and they will also show you where you can get water. A Shrub in front of one of the windows has died; Angela would like to know whether we should replace it. John felt it should be replaced but not until the Autumn.
- (c) Items for Newsletter:- Toni has received several articles for the September newsletter, and asked if anyone had any other articles they thought should be included. Members suggested may be to include an article about new doctors that had joined recently, and also whether to include a health related item, also including flu dates, as the advertising will help the practice and also remind people to bring money to purchase a raffle ticket at the flu clinic. Articles to be included in the next issue need to be short, sharp and punchy, as there is always limited space and number of pages.
- (d) Suggestions for Guest speakers:- Jan reported that at present we don't have any speakers organised. She is reluctant to book people too far in advance as often they do not remember or cancel nearer the time. Jan is always pleased to receive suggestions.

### **Agenda Item 5: Red House Rovers**

Red House Rovers: Steve has been in touch with the Parks Trust who have given him further information on the help they can offer. Steve has agreed to attend their next training session for Group Leaders in November, which is a free course 9.30 am – 3.30pm. He has made it clear that he will attend as an observer only. Unless we can find people who are willing to run our walking group, it may not continue. It needs committed people who would be able to attend the Leader Course, they would need to visit prospective venues prior to each meeting to ensure a safe outcome for everyone taking part.

### **Agenda Item 6: Confirm the result of the CQC Inspection**

The Red House Surgery received Good classification in all categories inspected by the CQC and an overall Good for the practice. There was also an Outstanding mark in one of the sub section for care of vulnerable people.

### **Agenda Item 7: Discuss the GP Patient Survey results**

NHS England organised the GP Patient Survey. The survey covers two periods, July-September 2015 and January to March 2016, it was based on the number of patients that took part, - 113 Red House Patients out of 13,800 patients completed the survey. The Red House Surgery were rated 5<sup>th</sup> out of 27 Surgeries in Milton Keynes. There were lots of questions relating to the quality of GP Appointments and Quality of Nurse appointments, and we received a very positive response. CCG's within Central Midlands were surveyed and Milton Keynes CCG were 203 out of 209 surveyed.

If anyone would like to look at the survey results in full the website is:

<https://gp-patient.co.uk>.

In future only one GP Patient Survey will be carried out in: January-March and results will be available in July.

### **Agenda Item 8: Visit by Healthwatch Youth Group to the Surgery**

Angela and Toni represented the Red House PPG and met with the students, they did not know very much about PPG's and seemed to be a mixed bunch in their interests within the health profession.

In regard to our PPG recruiting younger members, we were advised to arrange visits to local schools to try to encourage them to become involved in their local PPG. Healthwatch Youth, MK sent a letter of thanks to the Surgery and our PPG for organising the visit and giving up the time to talk to them, it was really appreciated.

The practice thanked the PPG members for helping with this visit.

### **Agenda Item 9: How can we accommodate new members who may want to attend our meetings**

Following the PPG Awareness Week when we were able to recruit many new members, the question was raised if more people wanted to attend our meetings how could we accommodate this. It was recognised that many of the people who signed up did not want to attend meetings and were happy to only be contacted on line. However for any new people who would like to attend it was suggested we may have to set the chairs out differently. Another suggestion was to invite new people who had expressed an interest in attending but ask them to reply by a set date, so that we had an idea of number of people coming to the meeting.

## **Agenda Item 10: News from the Surgery**

The Bedford and Milton Keynes Health Review has now ceased and the Chief Executive Officer at Luton Hospital will be in charge of the Sustainable Transfer Plan.

A new plan should be ready by 30<sup>th</sup> September. There will be a meeting for GP's and Practice Managers on 12<sup>th</sup> August.

Following the appointment of a new Prime Minister and several changes in Government Ministers, as Mr. Hunt is still Minister for Health the proposal for 7 day working is to continue

NHS England is planning to set up Multi- Disciplinary Provider Hubs (M.D.P.) – run by local economies. Pilot projects will be dotted around the country involving health and social care, combining one big budget, with a minimum of 30,000 patients. It is unknown if this would affect the Practice's plans for new premises.

A question was raised at this point as to whether the Surgery would open the list to new patients when the new Doctor starts in September. Dr Fagan explained that this will be discussed later in the year when the list size has reduced further.

Jane mentioned an article that had appeared in the Telegraph regarding a failure of Capita, the Company that had been given the contract to take over some aspects of work previously provided by the Primary Care Agency, including the movement of medical records to practices. The British Medical Association is involved and working to help resolve these problems with the outsourcing of NHS Support Services to Capita. Many GP Surgeries are waiting for patients medical notes to be delivered and others are waiting for Capita to collect them to be transferred to other surgeries when patients have moved. NHS England said they will be holding Capita to account for these transition issues, so that Primary Care is properly supported.

Fire arms report requests from Police Force – The Surgery will no longer be providing information regarding a patient's suitability to be given a Firearms Licence, as Dr Fagan feels this is not appropriate.

## **Agenda Item 11: Any Other Business**

David thanked everyone for the kind donations in memory of Dorothy, it has been much appreciated.

Steve reported that Jan had provided the wording for the endorsement to go on PPG emails, which Mark has now added to the bottom of letters from the PPG G-Mail system. Jane had agreed with the wording, which will make it very clear to patients that the PPG cannot get involved with any patient's medical queries or requests.

Stamp and Foreign Coins - Toni has sorted the stamps and has sent them off to the two charities nominated, however there has been no response to her letter asking them to confirm that the stamps have been received. Michael has also offered to help with this, but Toni had taken them home after the last meeting and managed to sort them out.

## **Agenda Item 12: Dates of next meetings**

- (a) Core Group meeting - Wednesday 7<sup>th</sup> September 2016
- (b) PPG meeting - Wednesday 14<sup>th</sup> September 2016

## **ADDENDUM**

### **Patients Congress Meeting 18<sup>th</sup> July 2016**

Speaker – Men in Sheds MK Chairman Peter Gallagher gave a talk on the organisation's branch based in Kiln Farm. Currently at its maximum desirable membership of nearly 100 men, about 20 -30 turn up on the open days of Monday, Wednesday and Fridays to sit, talk and/or do things.

A wide range of activities and tools and materials are available, together with a generally younger group of Hack Space men on computers.

45% of the older men have health problems, and these include mobility, isolation and loneliness.

The Australian government funds their groups because of the social and health benefits which result, but not the UK. Men will talk side by side working on a task, rather than face to face, and the sharing of medical problems is beneficial.

The annual running costs are about £12,000p.a., funded by members £5 per week or £15 per month. Originally supported by MK Age UK and part of it, the Branch has become a Charitable Incorporated Organisation, benefiting from Gift Aid and a low rental charge by the landlord, the MK Community Foundation.

Incidentally, there is no bar to women joining Med in Sheds; there are however problems involved in taking in people with difficulties because they don't have the trained resources and finances to do so.

The MK branch has been helping to set up other branches in Buckingham, Aylesbury and Bedford, with the recent start-up of the Bletchley branch. For more information go to <http://meninshedsmk.biz/dotorguk/gallery.html>.

Stony Medical Centre PPG members are working on producing an easy to use guide for the System Online repeat prescription service.

Bedford St and Furzton PPG have bought a blood pressure machine for patients to use.

Kingfisher, Hopeful that there could be a PPG meeting this month.

Newport Pagnell had a recent PPG meeting and discussed the NAPP Building Better Participation documents, which proposes more involvement of the practice in the PPG. The Willen Surgery is due to open on 15<sup>th</sup> August.