



Patient Participation Group Meeting held on Tuesday, 8th May, 2018

Agenda Item 1: Present

Steve Bates (Chair), Gordon Lovell, Clive Robinson, Bob Gould, Vanda Gould, Fay Read, Judith Westell, John Neale, Christine Cartwright, Michael Whitehand, Nigel Vaughan, Gillian Holloway, Penny Liddiard, Sheila Dale, John West, Dallas Sherwood, Jan Lloyd, Toni Rampello, Dr Nigel Fagan (GP), Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Mark Pitman

Agenda Item 3: Minutes of April 2018 meeting

The minutes were circulated prior to the meeting. It was evident that some members present were unable to open the attachment and Steve asked them to let him know and he will send the minutes using a different programme. Agreement of the minutes has been delayed until our June meeting when all have had the opportunity to view them.

Agenda Item 4: Matters Arising

- (a) Horticulture and Car Parking: Steve thanked Angela and Gordon for looking after the raised flowerbeds which have looked very colourful and to Clive who has improved the parking situation at the rear of the surgery hugely.
- (b) Future Speakers: Jan confirmed Medical dogs will be our speaker topic on 13th June. Professor Joe Harrison, Chief Executive at Milton Keynes University Hospital would be happy to come and speak at one of our PPG meetings, possibly in September. Jan asked how we felt about having a speaker on alternative therapies. There was support for this but Jane will first speak to the Partners to ask their thoughts on it.
- (c) Bench: The bench has now been sited at the front of the surgery. This was purchased mainly from a donation received from the family of one of Red House Surgery's patients in memory of her husband. This will benefit the many patients who wait for taxis etc to collect them from the surgery.
- (d) PPG Logo: Five options for a logo were displayed for consideration for our PPG logo and Steve asked us to indicate on a sheet our preference. There was much discussion regarding this. In addition Gillian is in the process of laying

out a PPG news sheet and included a PPG logo similar to example 5. It was proposed that we use Gillian's example, proposed by Jan seconded by Clive.

Agenda Item 5: PPG Awareness Week, 4th to 9th June, 2018.

- ❖ Steve asked for volunteers who would be able to cover session/s in Reception during the PPG Awareness week. A number of us included our names on the relevant sheet but more volunteers are required please. Offers of help to Steve or Fay.
- ❖ Newsletter articles: Steve asked that any additional items for the newsletter be sent to Toni as soon as possible.
- ❖ Pull-up banner and tablecloth: There was considerable discussion regarding this and it was agreed that we should purchase both. Steve has obtained a quotation, ie £95 plus VAT for the banner and tablecloth and £55 for the artwork on the banner. Nigel also gave us costs if his company did the work. The importance of the wording was stressed. What is included on the banner must not be specific to one event so that it can be used when required in the future.

Agenda Item 6: Need to brief on General Data Protection Regulation (GDPR) in so as it affects us.

Steve informed the meeting that the new data protection laws come into effect on 25th May, 2018.

- ❖ The Chair of the PPG will be the data protection manager.
- ❖ When circulating emails there must be **no** other emails shown all must be sent as blind copies. Copies can be sent BCC.
- ❖ We will need to get agreement from all members on how they wish to be contacted.
- ❖ There was a good article on this subject in the N.A.P.P. circular.

Agenda Item 7: Update/News from the Surgery.

- ❖ Dr Fagan apologized that he was the sole GP representative at this meeting and the AGM. The other doctors were working or on leave.
- ❖ Milton Keynes University Hospital eCARE patient records. Originally these were going live in April but now the date is 18th May. This will give patients access to the system in order to let them cancel and make appointments themselves.
- ❖ The surgery is having a one-month campaign promoting the different ways of ordering prescriptions, with a reminder that 48 hours (2 working days) notice is required.
- ❖ Free patient event – Sports injuries/back pain/pain management. This is being held from 6.30 pm – 8 pm on 6th June at Bletchley College in Sherwood Drive and the speakers are Mr Andrew James, Mr Julian Flynn and Mr Yaser Mehrez. Please let reception know if you wish to attend.
- ❖ Surgery choir – Jane tried to contact Gareth Malone to lead the choir but without success. A leader is still being sought.

Agenda Item 8. Any Other Business

Defibrillator. The location of these was discussed as was the concern that, for example, in a supermarket would there be someone easily accessible who knew where their defibrillator machine is located.

Agenda Item 9. Dates of next meetings

Core Group meeting - Wednesday, 6th June, 2018 at 12.30 pm
PPG meeting - Wednesday, 13th June, 2018 at 6.15 pm

(29.5.18 ail)