



Minutes of the Patient Participation Group Meeting held on Tuesday, 11th June, 2014

Agenda Item 1: Registration and Badges

Prior to the meeting, ID badges were handed out to all present.

David introduced Anna Higgins, this being the first time she has attended a PPG meeting.

Present

David Lloyd (Chair), Dorothy Lloyd, Steve Bates, Kathy Higgins, Sheila Dale, Clive Robinson, John West, John Neale, Judith Westell, Fay Read, Anne Nash, Nigel Vaughan, Christine Cartwright, Jan Lloyd, Gordon Lovell, Michael Whitehand, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Dr Nigel Bunting (GP) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Graham Perry, Linda Boutin, Rosi Shunmoogum, Sam Shunmoogum, Mark Pitman and Sylvia Ellwood.

Agenda Item 3. Speakers: Kate Knight and Cora Granfield, Clinical Nurse Specialists from Willen Hospice

David introduced our speakers. We were informed that Cora was unable to come and instead Joy Butler, also a Clinical Nurse Specialist, stepped in to join Kate.

Kate and Joy gave us a very interesting insight into the workings of Willen Hospice, a charity which has been in operation for 33 years and now covers a population of 313,000.

We were informed of services provided by the Hospice and also how the referral system operates. The services include an in-patient unit, a community palliative care team which incorporates hospice at home, a day hospice, lymphoedema clinic and patient and family services. Last month the Willen Wellbeing Centre opened which is operated as a "Drop In" service for anyone to attend whether a patient, carer or health professional.

David thanked Kate and Joy for an excellent presentation which was well received. They were given tokens of our appreciation and it is hoped that at a later date a

number of us can visit Willen Hospice. We were informed that the maximum number for such a visit would be 12 and we would be split into 2 groups. (*Maureen agreed to liaise with the Hospice regarding a visit.*)

Agenda Item 4. Resumption of the AGM held on Tuesday, 13th May 2014

An item omitted in error: To consider and formally adopt the Treasurer's Report and the accounts for the past financial year. Note: these were circulated but not considered or approved at the last meeting.

The Treasurer's Report and the accounts for the past financial year were adopted.

Agenda Item 5. Adoption of minutes of the meeting held on Tuesday, 13th May 2014

The minutes were circulated to PPG members prior to the meeting. It was agreed that they are an accurate record of our May 2014 PPG meeting.

Agenda Item 6. Matters Arising

(a) Red House Rovers: Judith reported that:-

- ❖ Twelve walkers took part in an enjoyable walk around Furzton Lake on 22nd May.
- ❖ The next walk is scheduled for 2 pm on Tuesday, 24th June commencing at the Hungry Horse pub in Broughton. If you require a lift to Broughton please contact Vicky Clarke, telephone number 01908 253229 and be at the Red House Surgery for a 1.30 pm pick up.

(b) Congress meeting: Following Steve's attendance at the last Patient Congress meeting held on 21st May, he informed us of the very unsatisfactory situation regarding the Patient Congress. (*For Steve's full report see Addendum.*)

(c) Red House Horticulture: Angela informed the group that:-

- ❖ The geraniums from last year have been replanted.
- ❖ David has offered some additional geraniums – also John (N) if we require more.
- ❖ The help with watering the plants has been noticed and is very much appreciated.
- ❖ Jane asked if we would be able to look after the bush at the front of the building now that it has been cut back. It was agreed that we will do this.

(d) Future speakers: Jan, who has taken over organising the speakers, reported that:-

- ❖ She is trying to get a member of the Ambulance Service to come and speak at our August meeting.
- ❖ She now has 9 or 10 possibilities for speakers.
- ❖ Age UK was mentioned and although we have previously had a speaker from there it was agreed that they could be asked again at a later date.

Agenda Item 7. Newsletter Update

Discussion took place about the newsletter which was held up as there were insufficient articles. It was decided that:-

- ❖ Nigel will prepare an article on Abdominal Aortic Aneurysms Screening.
- ❖ David will prepare an article on Men in Sheds. He explained that the Men in Sheds project was introduced to give access and the facilities for men who find themselves at home and miss the company of work colleagues. The Men in Sheds project is based in Kiln Farm and has equipment for craftwork and hobbies. It is open on Mondays, Wednesdays and Fridays, the cost of which is £3 per week.
- ❖ Also discussed was the possibility of the surgery putting in some articles on named GP for over 75 year olds. Shingles vaccine and HPV vaccine, dementia friends' campaign, the save General Practice campaign.

Agenda Item 8. News from the Surgery

Jane reported that:

- ❖ MK Health Review: On Wednesday the previous week Jane and Drs Bunting and Marchand attended a meeting intended to be a consultative exercise. There were suggestions made by the CCG which consisted of three models. Model 1. A single site from which all GP's work. Model 2. Hub and spoke model. Model 3. Network. The surgery are not keen on the models and hope that further consultation will take place over the next few weeks. It is understood that there are to be further consultations with patients and it is hoped that people will attend when possible.
- ❖ MK Health Review Study. There is a very important meeting scheduled for 25th June which will be looking at the options for the future of healthcare in Milton Keynes and attending is a major opportunity for the patients' voice to be heard. It was suggested that as many people as possible attend. Jane will email PPG members with details of the meeting. It was also suggested that we lobby our MP regarding the future of local GP services.
- ❖ Living the Moment: We were previously informed that this initiative is being run by Steve Offord for people in West Bletchley, many of whom are on their own. Jane and Jan will attend a talk on 18th June and Angela and Fay on 2nd July.
- ❖ The future of your GP practice: There is a petition to save general practices and we were all urged to sign it and encourage other patients to do so. This will be located in Reception and the Practice has to return it by 18th August.
- ❖ Third DES bid for additional funding for the surgery: We were informed that the surgery has now received the award payment for the 3rd annual survey report to DES which David did on behalf of the PPG and Surgery. Thanks were extended to all the PPG member and patients who participated but particular thanks to David. We were informed there will not be a fourth round of additional payments.
- ❖ Friends and Family Test. This will take over from the patient survey. There must be a minimum of two questions the first being would you recommend the surgery to your friends and family and the second question can be chosen by

the practice. More details should be available in July and the practice will need to make some decisions on how they can undertake this work such as by text message, use of a tablet in reception etc.

- ❖ Shingles vaccine. We were informed that there is still the opportunity to have this if aged 70 and 79 on the 1st of September last year. This will apply until August this year.
- ❖ Dementia friends. All staff are being encouraged to be dementia friends. Jane will write an article for the newsletter.

Agenda Item 9. GP update

Dr Fagan updated us as follows:-

- ❖ Concern about the patient list size. We were informed that the Practice is waiting for a response from the local Medical Committee regarding this.
- ❖ Projects to avoid unplanned admission to the Hospital. It was noted that there is no change yet.
- ❖ Over 75's - Own GP's. Patients aged 75 and over will receive a letter regarding having their own GP. This is another imposed change.
- ❖ Patient care plans. The first patients, a small number initially, are to be invited to look at their care plan. If the patients wish to take part they can come in and see this. The progress of this will be reported back to us.
- ❖ Joint information booklet between the Red House Surgery and Whaddon Surgery for the over 75 year olds. More details will be available once Jane and PPG members have met with Steve Offord at the living in the moment meeting as they would like to be involved.

Agenda Item 10. Any Other Business

On-line prescriptions. Clive was concerned about one of the boxes when ordering prescriptions on-line. We were informed that work is on going to ensure prescriptions ordered on-line are safe.

Agenda Items 11. Dates of next meetings

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| (a) | Core Group meeting | - | Monday, 7 th July at 12.30 pm |
| (b) | PPG meeting | - | Monday, 14 th July at 6.16 pm |

Addendum to Minutes of June 2014 PPG meeting

Agenda Item 6 (b)

Patient Congress Meeting held on 21st May 2014. Report for Red House Surgery PPG by Steve Bates, PPG member

The Patient Congress was created by the Milton Keynes Clinical Commissioning Group (CCG).

The CCG's purpose is to provide the best value for money NHS service for the people mainly in the Milton Keynes area in a fair way. One of their main accountabilities is to listen to patients and take account of consultation with the public and patients either directly or indirectly via representative groups like PPGs.

Patients Congress provides a link between each PPG and the CCG. In 2012 NHS England introduced Healthwatch and there are about 150 Healthwatch groups. Their purpose is to provide a link between the NHS and patients. This, to an extent, is a duplication of roles which is leading to uncertainty about the future and purpose of Patient Congress.

At a meeting between Paul Winter (Chair) and Mike Newton (Deputy Chair) of Patient Congress, and Jeannie Ablett and Mike Rowlands of MKCCG, it was clear that the role of Patient Congress was being overlooked and denigrated. Both Paul and Mike asked for clarity on who had decided that Patient Congress should lose its status and who would represent patients on the various panels if Patient Congress representatives were to be excluded. Neither question was answered but they were directed towards Healthwatch. Congress have asked the CCG executive for an explanation of this position and for confirmation that it is a CCG Board decision as opposed to the view of the two people at the meeting, but have no answer yet. The future of Patient Congress is uncertain if we are excluded from NHS activity in favour of Healthwatch – so watch this space.

The Patient Congress representative was excluded from the May Public Advisory Forum meeting which discussed the Health Review of the Bedfordshire/Milton Keynes NHS services.

From the Children/Maternity Programme Board – Maternity Staffing is improving.

From the Mental Health Board there is concern that young people want more information on Mental Health but the Youth Information Service has apparently lost its funding so there is a gap in that information chain. There is, however, a Youth Mental Health Event on 12th July.

The Kingfisher Surgery has a re-organised PPG. Fifty people attended the first meeting, then sixty the next suggesting a very healthy level of interest.

The Health Care Review is progressing with further consultation in the autumn. It is suggested that it may take up to 10 years for the outputs from the Review to be fully implemented.

Steve Bates
June 2014