



Minutes of the Patient Participation Group Meeting held on Monday, 12th January, 2015

Agenda Item 1. Registration and badges

Prior to the meeting registration badges were distributed.

Present: David Lloyd (Chair), Michael Whitehand, Dorothy Lloyd, Jane Hanlon (Practice Manager), Christine Cartwright (Treasurer), Maureen Gladwin, John Neale, John West, Gordon Lovell, Steve Bates, Clive Robinson, Jan Lloyd, Mark Pitman, Fay Read and Angela Lovell (Secretary).

Agenda Item 2. Apologies

Judith Westell, Toni Rampello and Sheila Dale.

Agenda Item 3. Adoption of minutes of the meeting held on 10th December, 2014

The minutes were circulated prior to the meeting and were adopted as an accurate record of the meeting and will now be published on the surgery's website.

Agenda Item 4. Matters arising

a) Red House Rovers: John (N) reported that:-

- ❖ 7 walkers took part in the walk on 6th January. More walkers would be welcomed.
- ❖ The next walk is on 22nd January meeting at the surgery at 2 pm followed by a walk on 12th February. More details to come.

b) Patient Congress meeting: Gordon gave us a brief outline of the meeting held on 15th December, 2014. *See Addendum for report.*

Jane explained about the federation of practices within MK of which Red House is one of eight practices. The group has formed and has been registered as a company. The group will be known as Roundabout Health. It is hoped that many other practices within MK will join this federation as it would be good if MK could be one inclusive federation of all 27 practices. Some other practices have already expressed an interest in joining which is very good news.

c) Red House horticulture: Angela reported that:-

- ❖ Some additional pansies have been purchased and will be planted shortly.

- ❖ The raised flowerbeds are being kept weed free and tidy.

d) Future speakers: Jan updated us on the programme of speakers she has arranged for our PPG meetings.

- ❖ 10th February – Dr Sophie Ellis will speak to us about GP appraisals.
- ❖ 13th April – Jane Hall, Professional Co-ordinator Women without Boundaries – Works for us
- ❖ 10th June – Joanne Burgess, District Nurse Locality Lead
- ❖ 11th August – Gill Robinson, Manager MK CCG
- ❖ Another possibility is a speaker from Blood Bikers, a national network of bikers who deliver blood and also milk for newborn babies. All agreed they would be interested if a speaker could be arranged on this subject.
- ❖ Jan was thanked for arranging speakers for our meetings.

Jan took the opportunity of telling us about an Older Persons' Forum Public meeting, the title of which is 'What affects your health and well-being'? to be held on Tuesday, 20th January, 2015 from 10.30 am – 12.00 pm at Margaret Powell House, 435 Midsummer Boulevard, CMK.

e) Activities – Other possible visits and suggestions: David asked for suggestions and the following were discussed:-

- ❖ Quiz evening?
- ❖ There is an open evening at the Pathology Labs at 5 pm on 27th January but after discussion it was decided that we will wait until the next open evening.
- ❖ Regarding a possible visit to the Wellcome Trust, we were informed that there is an exhibition called 'The History of Sex' on at present. This was discussed but we will wait for another exhibition.
- ❖ John (N) mentioned a visit to the Fire Service and he will get possible dates.
- ❖ Another suggestion was a visit to Wychwood Stud, Mursley. All were enthusiastic and Jane will get some information.

f) To report our donation to the MK Food Bank

David reported that:-

- ❖ After collecting food donations from PPG members he delivered them to the MK Food Bank.
- ❖ He has received a letter of thanks from Nicholas Brinner, Business Partnership Manager at the Food Bank.

Agenda Item 5. The MK and Bedfordshire Review

David updated us on this:-

- ❖ He has received no response to his letter to Paul Dinkin and will write to him again. It was suggested that if David doesn't receive a reply from Paul Dinkin he takes it higher.
- ❖ Jane contacted Sherwood Place. They would be happy to let us have a room should a meeting go ahead and providing a room is available.

Agenda Item 6. To establish a small working party to work with the Surgery in response to the latest DES guidelines to review services at the Red House Surgery

Jane informed us that the Practice would like to organise a workshop with the patient population to discuss complaints and significant events. No patients would be identified. This would also cover feedback from the Friends and Family test. A number of those present at the PPG meeting were volunteered to help out with this, ie Maureen, Steve, David and Christine.

Agenda Item 7. To thank the Surgery for the party refreshments at our December meeting.

On behalf of the PPG, David thanked the Partners and Jane for the refreshments provided for our Christmas party which were much appreciated.

Agenda Item 8. News from the Surgery

As a follow-up to a question from David and Angela as to suggestions on how the PPG could support the Practice and increase PPG membership, Jane gave some suggestions:-

Supporting the Practice

- ❖ Friends and family test (FFT) Pilot scheme came to an end on 1st December. Analyse results.
- ❖ Encourage patients to use the website.
- ❖ It was noted that the Practice is going to receive two i-pads which patients at the surgery could use to complete the FFT. It was suggested that the PPG members could perhaps assist and help patients to use the i-pads if they are not familiar with them. They could also be used by the PPG to undertake other surveys and gather opinions of patients.
- ❖ To assist the Practice in developing an information booklet containing information which would be helpful for patients in directing them to various helpful organisations, eg Living the Moment, appliances, Carers, Age UK.

Campaign to increase PPG membership suggestions

Some suggestion are:-

- ❖ PPG to work with the Practice to develop a mission statement for the practice.
- ❖ During a protected time period arrange a meeting and invite patients to come along to find out more about the PPG and the work that they do.
- ❖ Have a stand advertising the PPG similar to the one used during the flu clinics.
- ❖ Draw attention to the NAPP posters and handbook.
- ❖ It was noted that some MK practices are working on a bid for the Prime Ministers Challenge Fund. Further details regarding the bid will be available shortly. Red House has expressed an interest in being involved with this bid.
- ❖ MK Dons are offering health assessments to patients within a specific age range and with a high BMI who are referred to them by Red House Surgery and Whaddon Surgery. MK Dons have excellent and very professional fitness regimes and appear to be having a very successful uptake of people wishing to be involved in the scheme.

Agenda item 9. GP update

Dr Fagan reported that:-

- ❖ The surgery has been very busy recently, particularly with patients suffering from flu.
- ❖ On-line prescriptions are working very successfully and the vast majority go through very quickly.

Agenda item 10. Any other business

No items

Agenda item 11. Dates of next meetings

Core Group Meeting - Tuesday, 3rd February 2015 at 12.30 pm

PPG Meeting - Tuesday, 10th February 2015 at 6.15 pm

(20.1.15 ail)

ADDENDUM

Report on Patient Congress Meeting held on 15th December 2014

A presentation was given by Asma Ali of the CCG regarding commissioning in the 2015/16 period. It appears that 9 practices are forming a Federation and creating speciality areas, ie dermatology, cardiology, physiotherapy etc. Further information on this will be forthcoming in the near future.

There has been progress in developing better outpatient care within Milton Keynes.

Healthwatch is in some sort of dispute with Age UK hence the postponement of meetings with patient groups recently. As reported in the local press Age UK is losing contract funding and our Chairman, Paul Winter will be having a meeting with Healthwatch in January 2015 on patient engagement.

Congress has been invited to send a member to participate in the procurement of ophthalmology services. Mr Alan Hancock expressed an interest in ophthalmology and volunteered to be our representative.

For information there are several Programme Boards which have representation on them from the Patient Congress.

Care Pathway and Primary Care
Children, young people and maternity
Mental health and learning disability
Urgent care
Patient Advisory Forum
Referral management system

Currently there are 13 practices represented at the Patient Congress, 2 virtual members and 13 practices not represented at all.

With reference to Dr Nicola Smith's letter in reply to one sent by Mike Newton, Vice Chairman, it was decided that Mike will draft his reply and circulate to members for their comments prior to sending it to Dr Nicola Smith.

Gordon Lovell
15.12.14

Copy to: Mr Steve Bates