



**Minutes of the Patient Participation Group Meeting
held on Tuesday, 12th November 2013**

Agenda Item 1. Registration and Badges

Present: David Lloyd (Chair), Nigel Vaughan, Graham Perry, Anne Nash, Steve Bates, Victoria Shiner, Christine Cartwright (Treasurer), John West, Maureen Gladwin, Gordon Lovell, Linda Boutin, Clive Robinson, John Neale, Sylvia Ellwood, Michael Whitehand, Toni Rampello, Fay Read, Mark Pitman, Bridget Austin, Dorothy Lloyd, Jane Hanlon (Practice Manager), Dr Nigel Bunting (GP), Dr Huda Muhsin (GP) and Angela Lovell (PPG Secretary).

Agenda Item 2. Apologies

Robert Lea, Pat Whalley, Jan Lloyd, Judith Westell, Betty Moon, Sheila Dale, Rosi Shunmoogum and Sam Shunmoogum.

Agenda Item 3. Adoption of minutes of the meeting held on Monday, 14th October 2013

Copies of the minutes were circulated prior to the meeting and were accepted as an accurate record. They will now be published on the website.

Agenda Item 4. Matters Arising

(a) Red House Rovers: Update It was reported that the October walk, which was in Simpson, was very pleasant and following the walk coffee was enjoyed in a local pub. There were 10 walkers. The next walk is on Tuesday, 26th November starting at Dobbies at 2 pm. The walk leader on this occasion will be Liz. The following walk is on Tuesday, 17th December, again starting at Dobbies at 2 pm.

(b) Red House Champions Project: No further update at present.

(c) Patient Congress and MK Commissioning: Victoria updated us as follows:-

- The Patient Congress met on Wednesday, 30th November when they decided to strengthen their group.
- MK Commissioning do not consult with the Patient Congress. They seem to consult with Healthwatch thus bypassing the Patient Congress and not giving patients a direct route to MK Commissioning.
- They elected the previous Vice Chairman to the Chair and re-elected the Administrator, and appointed a team of minute takers.
- 2 Patient Congress Members will keep the website up-to-date. They will be shown what is required by the person who set it up.
- Things are looking more positive.
- The aim is to get MK Commissioning to recognise the Patient Congress.
- PPGs are to be asked if there is any subject relating to the NHS which they wish the Patient Congress to take forward to MK Commissioning.

- 2 Patient Congress members have been nominated to talk to Practices not yet having a strong PPG. A 'buddying' system was thought the best way to encourage them and demonstrate the benefits of having an active PPG. Red House are about to do just this with Water Eaton Surgery. We are going to ask a member of Water Eaton PPG to come to one of our meetings in the New Year.
- CQC (Care Quality Commission) will want to interview David and Jane as part of their forthcoming inspection of services provided by Red House for their patients.
- Victoria will attend a Healthwatch meeting scheduled for 19th November 2013 at their Kiln Farm offices to which CQC has been invited.

(d) Horticulture: Angela mentioned that pansies, donated by John (N), were planted last weekend and in the Spring the raised flower beds will hopefully look attractive with miniature daffodils, miniature irises and pansies. Rather than taking out all the geraniums Angela and Gordon left a few in for colour. The rest will be kept for next year.

(e) Safety Centre: David showed us photographs he took when a group of PPG members visited the Safety Centre.

Following this visit, we sent the Safety Centre a small donation as a thank you for our excellent visit. Angela read a letter from Jan Alder, Safety Centre Director, in which she thanked us and said that such donations go towards allowing the Safety Centre to continue delivering important safety messages to the children. She also noted that we produce newsletters and asked if we could include an article about 'Hazard Alley' in one of our newsletters if we think it appropriate. All agreed that we should do this.

John (N), who organised this visit, mentioned that he hopes to arrange a further visit, possibly next Spring.

(f) Other visits: It is hoped that visits to the Royal Society of Medicine, The Wellcome Trust, Willen Hospice and possibly the Royal College of Surgeons will be arranged some time in the future.

(g) Speaker, December 2013 PPG meeting: Now confirmed. Gillian Morni will talk to us about healthy eating.

Agenda Item 5. Newsletter – Issue 7

Congratulations were extended to all who contributed articles for this newsletter; also Jane Hanlon, Allison Carlton (Editor), Nigel Vaughan (printing) and Angela for their input. All agreed the newsletter contains much useful information and is very interesting. Angela thanked all concerned for keeping to the production schedule.

Agenda Item 6. On-line Patient Group

It was reported that Jane, Anne and David are working on this and it is going live on 13th November. Anyone who has not yet registered should go to Reception to do this and the patient questionnaire will close in mid December. David then has until March to do his bit.

Agenda Item 7. To note the NHS Abdominal Aortic Aneurysm Screening Programme for men

David attended the Healthwatch day in October where one of the stands was advertising the NHS Abdominal Aortic Aneurysm Screening programme for men. A booklet is available about this screening programme. Dr Bunting was asked and explained what an abdominal aortic aneurysm is.

For more information, the contact number for the Bedfordshire, Luton and MK service is 01234 792207.

Graham also attended the Healthwatch day and mentioned that there were some excellent stands, one of which was the patient experience. He will send David information on this.

Agenda Item 8. To confirm the proposed dates for Core Group and PPG meetings during 2014

Angela reported that PPG and Core Group meeting dates have been circulated and also copies of the 2014 PPG meeting dates are on the notice boards.

Agenda Item 9. To note any developments in relation to the Health and Social Care Information Centre (HSCIC) CARE DATA SERVICES trawl for all patient records

We were informed that there is an extended time for the trawl and £2,000,000 is being spent on a public awareness information drop to every household in January. Extraction of information will begin in Spring 2014.

Agenda Item 10. NAPP: To confirm that following the recent discussion we have written to NAPP offering to contribute to University Research projects

David informed us that he has written to NAPP following their request for groups to contribute to University Research projects to say that we will be delighted to do so.

Agenda Item 11. Flu-jab sessions. Report of the session held on Saturday, 19th October, 2013

It was reported that the flu clinic went well and the raffle was successful. In total, during the 2 flu clinic raffles, the amount raised for PPG funds was £484.

Agenda Item 12. News from the Surgery

Jane reported that:-

- The new chairs for the surgery are now in place in the waiting areas. They are colourful, hygienic and comfortable.
- There is a new app which can be downloaded from the App Store free of charge which patients can use to connect to SystmOne on line. This will only work on Apple equipment.

Agenda Item 13. GP Update

Dr Bunting informed us that:-

- The Referral Management System starts in December. Referrals for ophthalmology and musculo-skeletal services have already started and they

work well. A consultant directs patient referrals appropriately.

- There will be no Choose and Book appointments once the Referral Management System commences. However, this will start with a few selected departments and we shall know more in a few months time and so for some services there will be little change to begin with.
- Flu jabs are continuing but will be in general clinics. There has been good attendance for flu jabs.
- In response to 2 questions, Dr Bunting informed us that Red House Surgery list size is currently 13,412. There are 9 GP's (nearly 8 whole time equivalents). He added that it is one of the largest GP practices in Milton Keynes.

Agenda Item 14. Any Other Business

(a) PPG Celebration of another successful year: It was suggested that we have a PPG celebration following our December PPG meeting and all agreed to this. This will consist of finger food, mulled wine and soft drinks. Graham and Victoria kindly agreed to make the mulled wine and Angela and Jane will purchase and prepare the food.

(b) Possible items for purchase by the PPG for the surgery: There was considerable discussion regarding the availability of drinking water in the surgery following an experience by one of our PPG members who felt unwell following her appointment. Various options were discussed and it was agreed that we trial small bottles of water to be distributed to clinical rooms for medical assistance.

It has been noticed that many patients wait at the front of the surgery for their taxi or other transport and it was suggested that the PPG might consider purchasing a seat which can be secured at the front of the building. This could have a brass plaque stating that it was provided by the Red House Surgery PPG for the use of patients. Angela was asked to provide costings.

(c) Blinds for windows: Sylvia commented that blinds rather than curtains for the surgery will be more hygienic.

(d) Adult Hearing services: There were 2 public meetings tabled as 'Consultations' on changes to the Adult Hearing Service. Congress tasked two members with responsibility to attend and report back. Victoria attended the one held on Friday 8th November. It was not a good meeting. Most of the attendees were service users themselves but a lady with a strong accent and very soft, rapid speech was still chosen to give the presentation. It was NOT a consultation as it had already been decided what the changes would be. The intelligence and determination of the audience had been seriously underestimated. The factual data provided was insufficient to draw any meaningful conclusions. The changes are basically;

- There will be no Drop-in service. Centres will be closed.
- All new referrals will be through GP only.

Assurance was given that those currently in the system will not be affected.

Dates of next meetings:

Core Group - Wednesday, 4th December 2013 at 12.30 pm

PPG meeting - Wednesday, 11th December, 2013 at 6.15 pm

(4.12.2013 ail)