



**Minutes of the Patient Participation Group Meeting  
held on Monday, 13<sup>th</sup> April, 2015**

**Agenda Item 1. Registration and badges**

Prior to the meeting ID badges were handed out to those present.

Present: David Lloyd (Chair), John West, Nigel Vaughan, Christine Cartwright, Toni Rampello, John Neale, Sheila Dale, Monica Catelinet, Michael Whitehand, Fay Read, Dr Nigel Bunting (GP), Dr Lucy Marchand (GP), Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

**Agenda Item 2. Apologies**

Apologies were received from Judith Westell, Jan Lloyd, Dorothy Lloyd, Rosi Shunmoogum and Sam Shunmoogum.

**Agenda Item 3. Speaker: Jane Hall, Professional co-ordinator for 'Women without Boundaries'**

Although this had been arranged, for circumstances beyond our control we were without our speaker.

**Agenda Item 4. Adoption of the minutes**

The minutes of our March 2015 PPG meeting were circulated prior to this meeting and were adopted as an accurate record. They will now be published on the Surgery's website.

**Agenda Item 5. Matters arising**

(a) Red House Rovers:

- ❖ It was reported that there were only 5 walkers on the last walk and there is concern that the number of walkers is decreasing which is a pity as the walks are much enjoyed by those participating. John (N) will talk to Judith to discuss how we can increase the number of walkers.
- ❖ At present the walks are every 2 weeks. One suggestion was that alternate walks should be on the same day of the week trying to avoid days when we know other walks take place.

(b) Patient Congress Meeting: Gordon to update us:

- ❖ Gordon informed us of the content of this meeting which was held on 16<sup>th</sup> March, 2015. (See Appendix for information)

(c) Horticulture:

- ❖ There were several compliments about the raised flowerbeds and how nice they have looked with all the spring flowers.
- ❖ Angela asked if we should keep the daffodil bulbs in or take them out and replant them later in the year. If left in they will look rather messy whilst the leaves die off. It was decided to leave them in.
- ❖ Regarding summer flowers, we will be planting geraniums as they have a long flowering season and it was agreed that they should be red rather than mixed colours.
- ❖ Angela asked for help watering the plants during the hot weather. The watering cans are kept in the sluice room. (*Please mention to Reception that you are doing this.*)

(d) Future speakers:

In Jan's absence this was not discussed but according to our March PPG minutes the speaker for our June meeting is Joanne Burgess, District Nurse Manager.

**Agenda Item 6. News of possible visits**

- ❖ John (N) is hoping to confirm a visit to the Fire Station.
- ❖ John also mentioned that a Rotary canal trip of approximately 2 hours is being arranged and there may be a few spaces available for interested PPG members. The boat takes about 50 – 60 people and is based at Priory Marina, Bedford.
- ❖ Regarding a visit to the Wellcome Collection all agreed with Fay that as the 'tour' is very short it might be better for those interested in going to make their own arrangements. Details will be on their web page.
- ❖ The visit to Willen Hospice is still on hold until the better weather.

**Agenda Item 7. MK and Bedfordshire review**

**To discuss the 25<sup>th</sup> March meeting of this PPG and representatives of others with Dr Smith, CCG Chair; Donna Derby and Paul Dinkin. The notes from this meeting were prepared by Steve and Jan and circulated to members at the end of March.**

David reported that:-

- ❖ 48 people attended the meeting.
- ❖ Notes of the meeting were circulated to all who attended.
- ❖ David has written to all the speakers.
- ❖ The review exercise starts again in July.
- ❖ There was a vote of thanks to Steve and Jan.

***Congratulations were extended to David for arranging this meeting.***

**Agenda Item 8. PPG Enhanced Service: To report that the report of the review of feedback exercise was posted on the website before 31.3.15 and has been sent to NHS England.**

David mentioned that there were 3 action points included in this review:-

- a) To develop the premises and services.
- b) Explore the feasibility of increasing the number of disabled parking spaces in the

- car park.
- c) To increase the number of on-line appointments.

*The full report is on the website.*

### **Agenda Item 9. News from the Surgery**

Dr Bunting and Jane, Practice Manager updated us on what has been happening in the Surgery.

- ❖ The Partners are still trying to appoint a GP successor to Dr Omar.
- ❖ A locum – Dr Kabir is working at the surgery until the end of April.
- ❖ Dr John Alabi will be working at the practice for a few months while the practice recruits.
- ❖ Dr Staten is working ad hoc clinics.
- ❖ Mandy has been appointed as a receptionist.
- ❖ Claire has been appointed as an admin assistant.
- ❖ Dr Muhsin is now the GP Diabetes Lead for Milton Keynes (shared with another local GP) and in this role visits other practices to assist them with best practice.
- ❖ We were informed that multi-disciplinary team meetings are being held every 6 weeks and will include a social worker, a representative from Age UK, a geriatrician, a representative from Carers UK, community matron, community pharmacist and other disciplines, in total 12 people. This is a pilot scheme for some Bletchley practices. The objective is to get good patient care and keep the patients at home rather than hospital where appropriate.
- ❖ It was reported that the surgery has been successful with a funding bid from the primary care infrastructure fund with a view to hopefully purchasing the neighbouring premises. This would allow the practice to extend its services which would obviously be advantageous for the practice and its patient population.
- ❖ The annual subscription to the National Association for Patient Participation (NAPP) has been paid.
- ❖ Transformation funding has been obtained following work that the practice has undertaken over the last six months. The work is to improve patient care for those over 75 years and to prevent unnecessary hospital admissions. The surgery is now inviting patients over 75 years who haven't been seen at the practice for 12+ months or have been bereaved in the last 12 months.
- ❖ MK has been successful with its bid for funding from the Prime Ministers Challenge Fund – a board is now being set up to support the work which involves installing SystemOne in the MKUCC premises. Twenty two practices have signed up to be involved with the PMCF. There are also plans to improve paediatric pathways. More information will be available once the board is in place.
- ❖ The practice has purchased a few new waiting room seats which are slightly higher in the seat and have a higher back support and extended arm rests.
- ❖ The practice is still waiting for the work tablets to arrive which it is hoped will assist patients complete the friends and family test. It may also be possible to assist patients who are struggling with the on-line system.

### **Agenda Item 10. To make plans for our next newsletter**

There was considerable discussion regarding our next newsletter. Suggested articles for inclusion are:-

- ❖ Report of the meeting held on 25<sup>th</sup> March in Sherwood Place to which Mr Dinkin was invited to talk about Monitor's involvement in health reviews.

- ❖ Chairman's AGM report.
- ❖ Walking Group
- ❖ As there has been a GP surgery at the Red House for 200 years Michael was asked if he would write an article about this. We were told that Dr Staten researched the surgery's history and has all the names of doctors working at the Red House during this time.
- ❖ Flu days

We were all requested to come to the next PPG meeting with an article for suggested inclusion in the newsletter.

There was further discussion during which we were informed of a local GP Practice which has a more regular but much shorter newsletter. This was discussed briefly and will be re-visited at a future PPG meeting to decide if there would be value in this for our surgery.

### **Agenda Item 11. To consider the form of our AGM which will be held at the next PPG meeting**

David requested that PPG members who have responsibilities for aspects of our PPG activities, eg walking group, speakers, fund raising etc send him a paragraph describing this year's activities. He will then incorporate these into his Chairman's Report.

After our AGM and PPG meeting, there will be cheese and wine/soft drinks courtesy of the Partners to celebrate another successful PPG year.

### **Agenda Item 12. Any Other Business**

- (a) Jane told us about an older patient who wanted help to order a prescription on-line. A member of staff went through the order procedure with him but this took time. She asked if there were any members of the PPG who could give instructions to 'silver surfers' so that they were able to order on-line. This was discussed and it was suggested that practical sessions could be arranged or a step-by-step instruction guide written. A final decision as to the way forward wasn't agreed. Re-visit this at the next PPG meeting.
- (b) Jane was asked if reminder appointment texts would continue as a member of the public had mentioned that their surgery might well discontinue them. Jane informed us that at present there is no charge for these texts but if this changed and we were going to be charged for them the Practice would have to reconsider if they continue texting patients with their appointment reminders.

### **Agenda Item 13. Dates of next meetings**

Core Group Meeting	-	Wednesday, 6 <sup>th</sup> May 2015 at 12.30 pm
PPG Meeting	-	Tuesday, 12 <sup>th</sup> May, 2015 at 6.15 pm

## **ADDENDUM**

### **Patients Congress Meeting – 16<sup>th</sup> March, 2015**

There were 2 speakers from Healthwatch MK, Hilda Kirkwood and Diane Gordon. This was arranged to establish what Healthwatch MK's main purpose was and how their work affected PPGs and Patient Congress.

As Healthwatch MK holds PPG network meetings it was asked why they do this and what influence do they have in passing any problems or comments on to the Clinical Commissioning Group (CCG). The answer to this was that they do not pass anything from PPGs on to the CCG. They only act as a facilitator at these network meetings to enable PPGs to gather information as to what is happening in the local NHS area.

This was a useful meeting which clarified both Healthwatch MK and Patient Congress positions. It was agreed that the 2 parties should be able to work together in the future.

It became clear that for the Patient Congress to be able to work with more effectiveness it must review its terms of reference and this will be an item on the next agenda.

Bedford Street PPG raised a question regarding text messages to confirm appointments. They understand that this may be coming to an end and maybe on an instruction from the CCG.

All PPG members were asked to ask the question at their next PPG meeting.

Gordon Lovell