



Minutes of the Patient Participation Group Meeting held on Tuesday, 13th August, 2013

Agenda Item 1. Registration

Present: David Lloyd (Chair), Sheila Dale, Victoria Shiner, Judith Westell, Pat Whalley, Dorothy Lloyd, Gordon Lovell, John West (W), Betty Moon, John Neale (N), Jan Lloyd, Rosi Shunmoogum and Angela Lovell (Secretary).

Agenda Item 2. Apologies

Anne Nash, Jane Hanlon (Practice Manager), Fay Read, Linda Boutin, Nigel Vaughan, Michael Whitehand, Sylvia Ellwood and Mark Pitman.

Agenda Item 3. Speaker: David Toresen. Basic Life Support

David gave us the background to his work which he followed by demonstrating cardiac massage on one of the 'adult' dummies and a baby dummy he had brought with him. This was followed by a demonstration on how to use a cardiac defibrillator should it be required saying that the surgery has one, our Leisure Centre and also other organisations. David was thanked for an excellent and very informative presentation and presented with a token of our appreciation.

Agenda Item 4. Adoption of Minutes of the meeting held on Monday, 8th July 2013.

The minutes were circulated prior to the meeting. With an amendment to the wording in paragraph 3 of Agenda item 13 they were accepted as an accurate record of the meeting.

Amendment. Sheila drew attention to the fact that the acoustics in the building have been badly affected by the refurbishment and asked that this be borne in mind when making a decision regarding curtains/blinds. Curtains would help by softening the surfaces.

Agenda Item 5. Red House Rovers: Update

Judith reported that 10 people enjoyed the last walk which was on a very hot day in July.

The next walk is scheduled for 20th August meeting at Dobbies at 2 pm. Judith mentioned that she is unable to lead this walk but a leader for the walk has been arranged.

Agenda Item 6. Red House Champions Project: Update

Jan informed us that the leaflets advertising this project have now been located and are now available. It is expected that there will be a very gradual uptake on the help being offered.

Sheila had copies of the July 2013 issue of the Later Life Newsletter which were made available for us.

Agenda Item 7. Patient Congress and MK Commissioning: Update

Victoria reported that:-

- Following discussion and ineffective communication, the group are still trying to establish the way forward.
- There is more contact with Healthwatch and they will be coming to a future Congress meeting to lend some assistance with those discussions.
- The Referral Management system (RMS) focus group on which Victoria represented our surgery, has now completed its work and a leaflet is in draft form. This will be reviewed by the Clinical Advisory Group and when authorised will be used by GP's to give to their patient when they are referring them to explain the improved process.
- The referral system will not be much different from the patient's perspective at The Red House Surgery as it currently works very well but this is not the case across all the 28 surgeries of Milton Keynes. The improvements are to ensure that everyone will have access to the most appropriate treatment at the first referral. It will also enable the Clinical Commissioning Group to gather accurate data relating to which services are most needed by the community and then where to direct funding.
- Victoria was thanked for her participation in this group.
- Those involved in the RMS focus group have been asked to meet again to help with another issue where patient's views and needs are required. Victoria will keep the PPG informed when this commences.

Agenda Item 8. Horticulture

Angela expressed her thanks to all who have kept the raised flowerbeds watered and weeded, particularly during the hot weather.

Agenda Item 9. Visits

(a) Report on 2nd visit to the Path Lab. Gordon, Judith and John (W) reported that they were very impressed by their visit to the Path Lab and how professional it is run. They were made very welcome and David will convey their thanks to the department.

Victoria mentioned that one person in the Lab is a member of the Congress.

(b) Update on possible visit to the Wellcome Trust (Fay) As Fay was unable to attend this PPG meeting she sent a message to say that she hasn't had an opportunity to go to London yet to call into the Wellcome Trust for information regarding a visit. She will report back at the next PPG meeting.

(c) Dates for future visits A visit to the Safety Centre was discussed and John (N), who will arrange the visit, will come back to us with a final date. It was appreciated that no date would be convenient to all who would like to take part in the visit. Various dates were suggested, 2 of which were 1st or 8th October.

Agenda Item 10. To plan the content of the October newsletter

David mentioned that we need to start planning the next newsletter. As a starting point, Angela suggested possible articles which can either be considered and asked for further suggestions. Jane will also be consulted.

A schedule will be worked out and the newsletter will be discussed at the next PPG meeting.

Agenda Item 11. To consider setting up a small working group to revisit the Framework Document and a set of categories describing the activities of the PPG provided by Sheila.

David drew attention to a paper from Sheila and suggested a small group revisit the Framework Document in connection with this. Sheila, David, Jan, Victoria and Angela agreed participate and David will speak to Jane regarding this suggestion.

Agenda Item 12. To note details of the Neighbourhood Watch Survey on isolation in the elderly

Jan gave us details of a survey which seeks views around the issues of isolation, loneliness and 'neighbourliness'. To participate in the survey, go to www.surveymonkey.com/s/neighbourliness.

Agenda Item 13. Results of the 'Parlour Game' exercise for the basis of the 2013-14 survey

David went through the results which were circulated with the July minutes and the two concerns being taken forward to be incorporated in the 2013-2014 DES survey are concerns about the web site and the 'book ahead' appointments.

Agenda Item 14. To consider the Red House Surgery results in the National Patient Satisfaction Survey

David brought to our attention the results of the above survey relating to all GP surgeries in the Milton Keynes area. He pointed out that in general Milton Keynes did not score very highly. However, the Red House Surgery did score highly in the patient satisfaction category. There seems to be room for improvement in the

remaining categories. One surgery's scores were outstanding which prompted David to suggest that he makes contact with their PPG Chairman to try and find out what they are doing which we are not.

Agenda Item 15. News from the Surgery (Jane)

Jane was on leave and sent her apologies.

Agenda Item 16. GP Update

No GP was able to attend the meeting.

Any Other Business

None

Dates of next meetings

Core Group meeting - Wednesday, 4th September 2013 at 12.30 pm
PPG meeting - Wednesday, 11th September 2013 at 6.15 pm