



Minutes of the Red House Surgery Patient Participation Group Meeting

Held on Wednesday, 12th March, 2014

Agenda Item 1 – Registration and Badges

Present:- David Lloyd (Chair), Steve Bates, Linda Boutin, Clive Robinson, Sheila Dale, John West, John Neale, Anne Nash, Michael Whitehand, Nigel Bunting (GP), Toni Rampello, Fay Read, Maureen Gladwin, Jan Lloyd, Christine Cartwright, Dorothy Lloyd, Jane Hanlon (Practice Manager), Lucy Marchand (GP)

Visitors/New Members:- Joan Butler, Bob Gould, Vanda Gould

Agenda Item 2 – Apologies

Angela Lovell, Judith Westell, Gordon Lovell, Nigel Vaughan, Mark Pitman, Sylvia Ellwood

Agenda Item 3 – Talk by Janet Corbett, Associate Director, Transformation and Delivery of NHS, Milton Keynes Clinical Commissioning Group, (CCG)

Janet explained that although the CCG has been in existence for less than a year they are working hard towards improving the provision of NHS service within the constraints of the restricting budget. The structure of the NHS is very complex which requires very carefully considered changes and that patient and public consultation is an essential ingredient if the service is to improve from the patient's perspective.

The MK CCG, one of 211 in the country, has four Programme Boards:-

1. Maternity and Children
2. Urgent Care
3. Planned Care, and
4. Mental Health and Learning Difficulty.

In addition there is work on Primary Care Quality and Long Term Conditions.

Each Programme Board is formed from expert professionals, representatives from Healthwatch and Patients Congress, plus two lay members.

One area of specific interest now is the review of hospital services between Milton Keynes and Bedford. A lot of work is being prepared but with no clear steer being given. Public/Patient consultation will feature strongly in the debate before decisions are taken.

Janet was clear that from the professional side, they are very conscious that if tasks are removed from senior staff they must consider the capacity of junior staff to be able to cope – merely pushing work downwards is not transformation. Equally they are conscious of the possible impact on other organizations, like MK Council and the voluntary sector.

Agenda Item 4 – Adoption of minutes of the meeting held on Tuesday, 11th February.

The minutes of the February meeting of the PPG were adopted and will be entered on the website.

Agenda Item 5 – Matters Arising

- a. Red Rovers – there were 18 walkers on the last walk, enjoyed by all. The next walk is on 25th March, meeting outside the Toby Inn at Shenley Church End at 2pm.
- b. Red House Champions – Jan Lloyd explained that if it becomes known that a Red House patient can benefit from some support and help to engage in social activity to overcome loneliness, this system can and will help them.
- c. There having been no Congress meeting since the last PPG, there is no update.
- d. Red House Horticulture. David congratulated those involved with the planting and development of the planters at the front of the surgery, for the current splendid display, with the promise of more to come in future.

Agenda Item 6 – the PPG Survey 2013/2014 – Update

The report of the 2013-4 survey had been circulated earlier this week. There were a number of considerations:

- a. Under the DES scheme it is required that patients should be surveyed/consulted and for their views to be listened to.
- b. The number of respondents this year was significantly less than last year. This is thought to be a direct result of the change from Survey Monkey to SystemOne as the software support for the survey, due to two main issues:
 - i. the complicated access, and
 - ii. timing-out problems causing respondents to be prevented from completing the survey within the time allowed.

David again asked Jane Hanlon to approach SystemOne again on the timing-out issue in relation to the survey, but also on the issue relating to Repeat Prescriptions raised at the last meeting.

There was general encouragement and support for the report and agreement with the conclusions and recommendations made in the report.

David was thanked for his work in relation to the survey and the report.

Agenda Item 7 – Provision of a Bench at the front of the surgery.

As this has produced a luke-warm response among PPG members, with no member being prepared to drive it, the Chair invited members to vote on the continuation of this as a project. With majority support for discontinuation, this will no longer be pursued.

Agenda Item 8 - Future Visits

John Neale agreed to arrange a visit to the Safety Centre and Maureen Gladwin agreed to arrange a repeat visit to the MK Hospital Path Labs and other possible hospital departments. Both later this year after the summer holiday period.

Other ideas are invited and if someone would like to volunteer to co-ordinate visits, it would be appreciated and beneficial.

Agenda item 9 – Care Data Project

Following some newspaper articles reflecting public concern and lack of knowledge about this national project, its introduction is being postponed for six months.

It was agreed that we could publish information in our newsletter about the project and how people can opt out if they choose, but that our position should be neutral.

Agenda item 10 – Newsletter Plans

David explained that those invited to provide contributions had been informed and were aware of the deadline for submissions. It is hoped that the Newsletter will be published in April, 2014.

Agenda Item 11 – News from the Surgery

The Referral Management System (RMS) is operational. The practice is using RMS for all relevant referrals as requested by the CCG. This should ensure the correct patient pathway is used for each referral. Patients can make contact directly with RMS to chase appointments etc. If there are problems with the system the surgery would like to know, please.

Agenda Item 12 – GP update

As above, item 11.

Agenda Item 13 – Any Other Business

Nil.

Agenda Item 14 – Dates of next meetings

Core Group	Monday, 7 th April at 12.30pm
PPG	Monday 14 th April at 6.15pm