



**Minutes of the Patient Participation Group Meeting  
held on Monday, 14<sup>th</sup> July, 2015**

**Agenda Item 1: Registration and badges**

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

Present: David Lloyd (PPG Chair), Stephen Bates, Gordon Lovell, Monica Catelinet, Gillian Holloway, Michael Whitehand, John Neale, Sylvia Ellwood, Christine Cartwright, Dorothy Lloyd, Toni Rampello, Clive Robinson, Nigel Vaughan, Sheila Dale, Jan Lloyd, Judith Westell, Graham Perry, Jane Hanlon (Practice Manager) and Angela Lovell (PPG Secretary).

**Agenda Item 2: Apologies**

Apologies were received from Rosi Shunmoogum, Fay Read, Maureen Gladwin (PPG Treasurer) and Dr Bunting (GP).

**Agenda Item 3: Adoption of minutes**

The June 2015 minutes were circulated prior to the meeting and were adopted as an accurate record of the meeting.

**Agenda Item 4: Matters arising**

- (a) Red House Rovers: Judith reported that:-
  - ❖ The last walk commencing at Dobbies was very enjoyable.
  - ❖ The next walk is on Thursday, 23<sup>rd</sup> July and is a special one celebrating the 10<sup>th</sup> anniversary of Walking for Health. The arrangements are to catch the 11.05 Bedford train from Bletchley station, getting off at Marston Moretaine. The first part of the walk will be to Stewartby which is 1.3 kms, have lunch and then walk to Millbrook station. In total the walk will be approximately 3 kms.
- (b) Patient Congress Meeting: Steve went through the content of the meeting and his report is included as an Addendum to these minutes.
- (c) Horticulture: Angela mentioned that:-
  - ❖ The soil in the raised flowerbeds is incredibly dry and help with watering the plants would be greatly appreciated. A watering can has been purchased and a member of the reception team will be able to access this for you. Water is available from the Sluice Room.

- ❖ The remainder of the red geraniums should be out in flower soon adding additional colour.
- (d) News of future speakers: Jan updated us as follows:-
- ❖ Tuesday, 11<sup>th</sup> August. Gill Robinson, Manager of the Milton Keynes Community Cardiac Group.
  - ❖ Monday, 12<sup>th</sup> October. Alistair Borland, MBE from Blood Bikers. The Blood Bikers is a national network of bikers who deliver blood and also milk for newborn babies. We have been asked to make a donation to Blood Bikers rather than give a token of appreciation to the speaker. This was agreed.
- (e) To consider the proposals for the PPG to provide items of clinical equipment for the Surgery
- ❖ This was previously discussed and suggestions were referred to our Treasurer, Maureen, for approval. As Maureen was unable to attend this meeting it will be carried forward to our August PPG meeting.

### **Agenda Item 5: Visits**

Visit to the Fire Station. John (N) gave Angela a copy of his communications with the Fire Authorities to pass on to Mark who has kindly agreed to carry this forward.

Michael reminded us of the visit to Willen Hospice on Thursday, 24<sup>th</sup> September at 1.45 pm.

### **Agenda Item 6: Newsletter – To produce a list of items to be offered to the Editor together with names of authors**

There was considerable discussion on progress of articles to be included in the newsletter. Suggested articles are:-

David: Modified version of the PPG Chairman's Annual Report

Steve: (a) The Non-Emergency Patient Transport Service (NEPTS)  
(b) Patient Congress  
(c) Online Appointments and Prescriptions

Michael: History of Red House Surgery

Judith: 10<sup>th</sup> Anniversary of Walking for Health. Red House Rovers participation in this.

Jan: Loop the Loop glider experience raising funds for Willen Hospice.

Fay, Christine, Angela: Fundraising

? Dr Ellis: Jane will ask Dr Ellis if she will write an article on GP appraisals?

Jane will give thought to additional articles that could be included by the surgery.

It was agreed that articles for inclusion in the newsletter should be received by Jane before the end of July. They will then be sent to the Editor.

**Agenda Item 7: Given the reduced attendances in the summer months, to consider if we should continue to meet during the holiday period next year.**

It was agreed that we should continue our PPG meetings during August 2016 to ensure continuity of meetings.

**Agenda Item 8: To consider further the purchase of a simple radio microphone plus a combined amplifier/speaker for our speakers to use.**

There was discussion on how to assist the hard of hearing to participate in the PPG meetings and it was agreed to investigate the possibilities and costs of an acoustic loop system. Graham kindly agreed to investigate this.

**Agenda Item 9: Red House PPG guide to using on-line services.**

Steve and Jan offered to come into the surgery to instruct patients on how to use the surgery's web page to make appointments and order repeat prescriptions. They were thanked for their offer of assistance.

**Agenda Item 10: News from the Surgery**

Jane updated us as follows:-

- ❖ Dr Staten will be returning to work on some mornings in July.
- ❖ The Surgery is still in the process of recruiting another GP.
- ❖ Dr Nwogu has commenced working as a GP in the surgery.
- ❖ The possible purchase of next door to extend the surgery is not looking hopeful.
- ❖ Donations of unwanted jewellery, stamps and foreign coins continue to be collected for Bloodwise. **(THIS IS TO BE CONFIRMED)**

**Agenda Item 12: Any other business**

(a) Belinda has to tender for her position of physiotherapist again. We were asked if the PPG would write a letter of support of her. This was agreed. *(David to write a letter on behalf of the PPG.)*

(b) Christine thanked the PPG for the flowers she was given for her work as PPG Treasurer.

(c) Following the sad death of Sam, it was agreed to donate £50 to his family's chosen charity. Angela will communicate with Rosi as to which charity the cheque should be made payable to and send it together with a card to Rosi.

(d) Steve informed us that he attended a meeting regarding the Prime Minister's Challenge Fund at Sherwood House on 2<sup>nd</sup> July which was attended by approximately 50 people. It was aimed at consulting on the proposal by the CCG. The meeting was

arranged with three separate groups, GPs and Surgery Managers, PPG members, and other informed representatives. Jane was there in the first group. Graham Ball explained how the proposal would work and we were then asked to consider the benefits from a variety of perspectives.

(e) We were very pleased when Jan informed us that her “Loop the Loop” glider experience at Dunstable raised £1,500 for Willen Hospice. Well done!

(f) Sylvia drew our attention to a programme called “What can we do to save the NHS” which was being televised on BBC1 that evening.

**Agenda Item 12: Dates of next meetings.**

Core Group meeting - Tuesday, 4<sup>th</sup> August, 2015

PPG meeting - Tuesday, 11<sup>th</sup> August, 2015

## **ADDENDUM**

### **Notes From Milton Keynes Patients Congress Meeting, 15<sup>th</sup> June, 2015**

#### **PPG Concerns:**

Newport Pagnell Surgery intend to continue to send text messages regarding appointments to patients at their own expense. Other surgeries may also do this. It may be possible to find another way without involving SystmOne, thus not causing the CCG any costs.

There was a discussion about the Diabetes Presentation paper circulated, in particular the poor performance in the Milton Keynes area. There are about 11k people affected directly by diabetes in this area but CCG spending does not appear to recognise this.

There was a discussion about the availability of physiotherapy. Normally patients will be given an initial session with the possibility of two more if required. This can increase to a total of 7 but this is not widely known or publicised. The physiotherapy contract has been extended for one year and tenders are currently being invited for implementation in April, 2016.

#### **Program Meeting Updates:**

It was reported that overall spending for Mental Health is lower than anywhere else in the country, which is reflected in the level of provision. There is a perceived need to separate Mental Health from Learning Disability. There is a high number of people needing in-house care

On the issue of Hearing Disability it was reported that out of area cases have to be looked after in their own area – accommodation provision is poor with more need than availability.

There was a discussion about the benefits of having deputies to the nominated representatives for each program board. Steve undertook to acquire a list of the times and dates of Program Board meetings to allow members to identify if they are available to cover when the representative cannot attend.

#### **The Healthcare Review**

There is very little to report. A recent meeting gave no new information other than the likelihood that formal consultation will be delayed until early 2016. For some time now it is noticeable that there is no representation from Milton Keynes Hospital at any of the meetings, meanwhile it is believed that Bedford

Hospital has gone into 'Special Measures'. There is a list of 20 hospitals which are performing very poorly and it is believed that Bedford is on the list though this is not confirmed. There were differing views about the attendance by CCG members at consultation meetings.

### **Congress Terms of Reference,**

The circulated Terms of Reference were discussed. There was agreement after quite brief discussion and a revised, agreed version will be circulated to members. There was also a discussion about to whom the new Terms of Reference should be sent. There appeared to be consensus that one copy should go to the Chair of Healthwatch and one copy to the Chair of the Milton Keynes CCG, Dr Nicola Smith,

### **MK Hospital**

PS Work has begun on the main entrance to MK Hospital. The new (temporary) main entrance will be opposite the multi-story car park. There should be lots of signs displayed to make it very clear where patients and visitors have to go. Anyone wanting to find out about it should go to the website [www.mkhospital.nhs.uk/](http://www.mkhospital.nhs.uk/)