



**Patient Participation Group Meeting
held on Monday, 10th October, 2016**

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SPEAKER Steve introduced Mr David Goodwin who kindly came to speak to us about the services offered by Keech Hospice Care of Luton. David has been a volunteer there for 7 years.

David explained that Keech Hospice Care have both a children's and adult service.

Children's service: This supports families from across Bedfordshire, Hertfordshire and Milton Keynes with a child or young person aged from 0 – 18 years old diagnosed with a life-limiting condition. They are well equipped for various ages.

Their team offer palliative care services to the whole family, throughout the child's illness and into bereavement. This care is available in-house at the charity's bright and comfortable hospice near Luton, or via their community nursing team at the family home. They also provide social work support, complementary therapy, music therapy, day support, in-patient care and hydrotherapy.

Care is provided free-of-charge to all families that need them. As a charity they depend on the generosity of their supporters to continue this work.

Adult service: They have hospice at home volunteers, bereavement services, music therapy, complementary therapy, art therapy, patient and family experience feedback, carers support, in-patient care, social work support, palliative care and a hydrotherapy pool.

Videos: We were shown 2 videos, which illustrated the very happy environment at Keech Hospice Care, which included a video tour of the hospice.

Questions to David: We were given the opportunity to ask David questions about Keech Hospice Care and there were many.

Steve thanked David for coming to speak to us about the good work done by Keech Hospice Care and presented him with a small token of our appreciation.

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Agenda Item 1: Registration

Present:

Steve Bates (Chair), Clive Robinson, John Neale, Gillian Holloway, David Lloyd, Sheila Dale, Jan Lloyd, John West, Pam Nicholson, Hilary Godsmen, Gordon Lovell, Nigel Vaughan, Fay Read, Christine Cartwright, Toni Rampello, Vera Roper, Judith Westell, Michael Whitehand, Mark Pitman, Ian Graham, Maureen Gladwin, Jane Hanlon (Practice Manager), Dr Nigel Bunting (GP), Angela Lovell (PPG Secretary).

Apologies:

There were no apologies.

Agenda Item 2: Minutes of September meeting

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

Agenda Item 3: Matters arising

(a) Patient Congress Meeting, September 2016

- ❖ Steve circulated his notes with the Agenda for this meeting.

(b) Horticulture

- ❖ Jane thanked Gordon and Angela for clearing the weeds outside the building.
- ❖ Gordon mentioned that he has sprayed weed killer where required.
- ❖ Steve was thanked for pulling up the dead bush at the front of the building.

(c) Speaker for our November PPG meeting.

Jan contacted Fay Grech-Marguerat, Macmillan Information and Support ANP at Milton Keynes University NHS Foundation Trust and Fay has agreed to be the speaker at our November PPG meeting.

(d) We have a guest, Dr Ian Graham (not clinical) who may be interested in re-establishing our Red House Rovers walking group.

- ❖ Ian introduced himself and mentioned that he read in our latest newsletter whilst attending the flu clinic that we are wanting to re-establish our walking group and he may be able to help. He contacted us and spoke to Angela who invited him to come along to this meeting.
- ❖ Ian is a qualified walk leader and leads 2 walking groups, one of which is Walking for Health.
- ❖ He mentioned the importance of doing a reekie for safety and identifying hazards, in fact he does 2 reekies prior to each walk.
- ❖ Ian mentioned that his walks are health walks and the pace is faster than an amble.

- ❖ He informed us that someone needs to be owner of the walks and he will start the ball rolling by meeting with Jane, contact the council and liaise with Judith and Jane
- (e) NHS Accessible Information Standard
- ❖ Sheila asked Jane what the progress was from the Red House Practice regarding this. Jane and Dr Bunting gave an update on this which outlined that the surgery have coded all patients already known to the practice as perhaps requiring additional support when receiving information from the practice. This could be people with sight or hearing impairment, dyslexia, learning disabilities or just lack of education with reading and writing etc. The practice intends to try and identify more patients who may fall into one of the above categories in order that they can offer additional assistance as and when necessary. A member of the admin team has been identified to try and help patients gain information in the most appropriate format for them. This work will obviously be on-going and does require an element of sensitivity.

Agenda Item 4. The PPG Welcome Pack

Steve thanked Gillian for making an excellent start on the PPG Welcome pack which was distributed to those present. We were asked to let Gillian know of any suggestions that would be helpful to new PPG members and this can be done by emailing the PPG email address – redhouseppg@gmail.com.

Agenda Item 5. Communication Group

A meeting was held to agree a level of clarity to ensure that our communications are efficient with relation to our PPG email account and also who is responsible for certain aspects of PPG activities. A meeting was held and chaired by Steve to discuss this. Present were Steve, David, Gillian, Mark, Jane, Christine, Maureen, Toni and Angela. It was agreed that there are still some issues to be dealt with and a follow-up meeting will need to be held.

Agenda Item 6. Survey – request for ideas – David

In the past David has held ‘parlour games’ to assist in putting together letters of patient support for the surgery as required which were successful. The recent application for funding for new premises has been unsuccessful. However, the CCG have previously given support to the practice and agreed that new premises are a priority for the practice. The Partners are hoping to continue with the application in the hope that future funding may be awarded to the practice. In order to help with this process David has offered to undertake a patient survey. He therefore divided us into groups of 4 and asked each group to come up with 3 suggestions as to why the surgery require larger premises. He gathered up the suggestions and will incorporate them into a survey. We thanked David for doing this on behalf of the patients and look forward to hearing more from him when he has had an opportunity to put together a survey.

Agenda Item 7. Update from the Surgery

Dr Bunting and Jane informed us of the following:-

- ❖ The second flu clinic is scheduled for Saturday, 29th October.
- ❖ Although funding has been taken away for expansion of the surgery the partners are not giving up and will continue their communication with the CCG. The GP's have highlighted that the size (square meter per patient) of the surgery floor space is way below what it should be for the numbers of patients. All agreed they do exceptionally well with the limited space.
- ❖ We were informed that a PPG network meeting is scheduled for Monday, 17th October at Age UK. An agenda item is an update on MK/Luton/Bedford Hospital review.
- ❖ We were shown twiddle muffs knitted by members of our PPG - also bonding squares. The bonding squares are knitted in pairs and when a baby is born the baby has one as does the mother and they are changed over every 12 hours to help bond mother and baby.
- ❖ A large amount of wool has been received at the practice following the advert placed in the newsletter. Should anyone wish to take some wool to make bonding squares, premature baby blankets, squares for blankets for the homeless or twiddle muffs please speak to Jane. Patterns for all items are available at the practice.
- ❖ Ambulance service – mention was made of some charity fundraising that the SCAS is undertaking this winter. Anyone requiring further information was asked to contact Jane.

Agenda Item 8. Any Other Business

- (a) Newsletter: Steve thanked Toni (newsletter editor), Nigel (printing), Jane (Practice Manager) and all contributors for their work in producing an excellent newsletter.
- (b) Flu Clinic raffle: We were informed that the total funds raised during the Flu Clinic on 8th October was £334, an excellent amount. Steve thanked all who participated in this, both providing prizes, purchasing raffle tickets and helping out during the day. Having the raffle enabled many patients to come and have a friendly chat. The next Flu Clinic is scheduled for Saturday, 29th October.

Mark mentioned that it is important that the PPG identify projects for fundraising. All agreed with this.

- (c) Email regarding variation of road and kerb levels into and out of the surgery car park. This was brought to the attention of the Practice.
- (d) Fundraising: It was noted that Fay is happy to continue to be the lead for fundraising with support from Toni, Maureen and other PPG members as required.

- (e) Car park lighting: One of our members was concerned about the dark evenings and asked what time the light in the car park is set to come on. Dr Bunting stated that it is set to come on at dusk (4pm) and switch off at 9.15 pm.
- (f) Halloween quiz: Gillian informed us of this quiz on 25th October to be held at the Age UK Centre and asked for a team of 6 PPG members or doctors to form a team representing the Red House. The cost is £10 per person, which includes a sausage and mash supper. Gillian has kindly agreed to be the contact for this.
- (g) Core Group meetings: It was agreed that we should continue to have a Core Group meeting but that any PPG member who wishes to attend is welcome. The Core Group only set the Agenda for the next PPG meeting, they are not a decision making group.
- (h) Further visit to Willen Hospice: Michael has been in contact with the Hospice regarding a further visit and will let us know when he has more information.
- (i) Gillian mentioned that Dr Lucy Marchand is skating in the Alice in Wonderland Show at Planet Ice on 7th December. It was agreed that we could go as a group and all those interested in attending should make contact with Gillian.

Agenda Item 9: Dates of next meetings

- (a) Core Group meeting - Tuesday, 1st November, 2016
- (b) PPG meeting - Tuesday, 8th November, 2016

(11.11.16 ail)