



**Minutes of the Patient Participation Group Meeting
held on Tuesday, 11th October 2011**

Present

Graham Perry, David Lloyd, Christine Cartwright, Claire-Louise Nixon, Dorothy Lloyd, Nigel Vaughan, John West, Sheila Dale, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Dr Huda Muhsin (GP), Rosi Shunmoogum, Robert Lea, Betty Moon, Michael Whitehand, Sylvia Ellwood, Gordon Lovell, Judith Westell, Fay Read and Angela Lovell.

Apologies

Anne Nash, Toni Rampello, John Neale, Jane Norton, John Agnew, Sandra Agnew, Carolyn McIver.

Minutes of the PPG Meeting held on 13th September 2011

The minutes were agreed as being an accurate record of the meeting.

Guest Speakers

Graham introduced our guest speakers, Anna Kent, clinical nurse, who is a community- based health care professional with a wide range of experience and knowledge relating to neurological conditions and rehabilitation and her colleague, Pete Smith who works with her and specializes in Parkinson's disease. Both work for Milton Keynes Community Health Services. They gave excellent, informative talks about their work after which questions were invited. Graham and all PPG members present expressed their appreciation and thanks for a very informative talk.

December PPG Meeting

Graham informed the group that the next themed meeting is in December and we will make it a festive occasion.

Second CCG Patient Meeting

Graham and Michael attended a meeting at the Whaddon Health Care Centre in Tweed Drive on Thursday the 6th October. The purpose of the meeting was to establish the process to be used to provide patient input into the new single Clinical Commissioning Group. Richard Winter, our existing Patient Guru, reported that there was a standoff between the two old GP Consortia and neither could agree on a common way forward. A future meeting has been planned to update all concerned on progress.

PPG Participation Group – Communication role

Graham asked those present if they would be interested in being a communication person for the PPG. This would involve receiving communications from LINK etc and mailing them to appropriate PPG members. Anyone interested was asked to see him at the end of the meeting.

Developments with the DES virtual Patient Representative Group. (v-PRG)

David circulated a table of results ranked in priority order, for the exercise we completed last month to identify problems that we have had at the surgery. Four of the issues raised concerned problems with appointments, and these have all been grouped together. The next stage is to develop a questionnaire to seek views about the highest ranking issues.

David had also been asked to undertake a similar focus group with the staff of the practice, and the results of this were also circulated. It appears that their problems would be solved if patients were better trained and stuck to the rules. However it was interesting that the shortage of book-ahead appointments was a problem for staff as well as for us.

A simple survey about the two highest ranking issues has been prepared; these were problems with appointments and the possibility of private discussions being overheard. The group were asked to pilot test this survey and give feedback about any ambiguities or difficulties they had with it. This pilot test was completed during the meeting and a new version of the survey will now be prepared to take account of the difficulties that were spotted. This will then be transferred to an on-line survey system ready to be completed by members of the vPRG

Jane and David have been making arrangements for patients to volunteer to join the vPRG, At the first Flu Day about 70 patients filled in a form to register interest in joining the group and we hope to have an on-line recruiting system up and running within a week or so.

Finally the group agreed that they were content to be asked to pilot any surveys in future either during a meeting or by email.

GP Update

Clinical Commissioning Group (CCG)

Dr Fagan mentioned that great strides have been made with the merging of the two Clinical Commissioning Groups in Milton Keynes.

Physiotherapy Services

He informed us that Belinda has been given a contract for 3 years although there will be changes to how she works and it will entail her collecting more data. In the short term the service is not expected to change but there maybe some restrictions in future whereby patients who will get most benefit from her treatment will have some priority. Some patients from other surgeries will receive their physiotherapy at Red House Surgery and Belinda will be joined by two additional physiotherapists.

DES surveys

Dr Fagan thanked David for his excellent work on the DES surveys.

Newsletter Update

Angela gave an update on progress of the next Newsletter. Articles are to be sent to Jane by 14th October. They will then be passed to Allison to edit and then to Nigel by 25th October for printing. We are aiming for a publication date of 1st November 2011.

Graham outlined his plan to publish 3 newsletters next year in March, July and November. The results of the DES survey will be included in the March 2011 issue. There was discussion as to whether the newsletter should be in black ink only, which would be cheaper, or black and red as at present. It was decided to continue with black and red printing which looks more attractive and enables the Red House emblem to be included in colour.

ANY OTHER BUSINESS

Disabled Parking

Rosi reported that a suggestion posted in the suggestion box was a request for more disabled parking. This will be looked into.

Access to Surgery Car Park

Sylvia told those present of difficulties experienced on 3 occasions during the previous week when turning into the approach to the surgery car park. On all 3 occasions a car was trying to exit using the same route causing problems. Discussion took place on how the situation could be improved, eg with Entrance and Exit signage. This would involve communication with the chemist next door. The surgery will look into various methods to overcome this problem.

Protected Time Session

Jane thanked the PPG members who assisted with the surgery's fire drill practice.

Date of next meetings

Core Group Meeting: Monday, 31st October 2011 at 12.30 pm.

PPG Meeting: Tuesday, 8th November 2011 at 6.15 pm.