



Minutes of the Patient Participation Group Meeting held on Wednesday, 12th September, 2012

Agenda item 1. Present

David Lloyd (Chair), Jane Hanlon (Practice Manager), Dr Lucy Marchand (GP), John West, Christine Cartwright, Dorothy Lloyd, Rosi Shunmoogum, Sam Shunmoogum, Michael Whitehand, Judith Westell, Fay Read, Carol Laurence, Sheila Dale, Gordon Lovell, Betty Moon, Sylvia Ellwood, Jan Lloyd, Graham Perry, Mark Pitman and Angela Lovell.

Agenda item 2. Apologies

Claire-Louise Nixon, Allison Carlton, Bonnie Twynham, John Neale, Monica Catelinet, Toni Rampello, Nigel Vaughan and Anne Nash.

Agenda item 3. Adoption of 14th August 2012 PPG minutes

The minutes were adopted as an accurate record of the meeting.

Agenda item 4. Matters Arising

- 4.1 Follow-up on further leader training for the Red House Rovers
There is nothing more to report at this stage.
- 4.2 The Champions Project (to identify, meet and greet older, hard to reach patients)
Jan reported that she had met with David and Angela to discuss the next step regarding this project. Since the meeting, Jan has been informed of the Red House patient catchment area and Paul Griffiths from Age UK will be giving her information on what is available in our area. A poster is to be printed advertising this and the PPG contact for enquiries will be via Jan. She was thanked for taking this on.
- 4.3 Transport to and from specialist centres of excellence
David has written to Mr Nadim Noor regarding concerns relating to transport and ensuring there is adequate car parking spaces for patients and their families when patients are referred to centres of excellence which are not in our area. To date he has not received a reply.
- 4.4 Report of meeting with the Bedford Street PPG, 11th September 2012
David and Angela were invited to their September PPG meeting which was attended by 12 members and the surgery's Practice Manager. We discussed what we have achieved to date and how we went about it. They asked if some members of their PPG could sit in on one of our meetings. They were very impressed by the success of our PPG.

(Action point. David is going to make contact Bedford Street PPG and invite 3 people to come to our October PPG meeting.)

4.5 PPG and online-PRG. Text for the Network screen

It was reported that Graham has volunteered to be responsible for wording/information for the PPG which can be added to the surgery's strap-line on their network screen. The first suggestion for PPG content is to direct patients to our newsletter, copies of which are available in various parts of the surgery's waiting areas. Graham asked for ideas for signposting to be given to him. It was suggested that flu clinic dates could be included, also a 'breaking news' section when appropriate.

Agenda item 5. Online-PRG: results of the identification of issues exercise from our August meeting

David circulated an edited version of the results of a parlour game from our August PPG meeting in which those present were asked to identify issues they thought could be improved within the surgery. These issues had previously been discussed at our Core Group meeting. Some of the issues highlighted were that the front door should be made easier to open and close, the problems some patients experience making appointments, and there should be some toys for the children. Rosi demonstrated a toy which had no loose items or protrusions which could be mounted securely on a surface.

Agenda item 6. Online-PRG: to pilot test for the first draft of the new survey questionnaire

David distributed a questionnaire and asked all present if they would answer the questions and let him know of any anomalies. Once he has analysed the responses, it will go out to our online-PRG patients. He thanked all present for helping with this.
(Action point. David to progress this.)

Agenda items 7 and 8. News from the Practice and GP Update

Jane informed us that Dr Williams has had a son named William. The PPG asked that congratulations to be forwarded to her.

SystemOne, the surgery's new computer system, is forging ahead and will become live on 17th October. The Red House Surgery is the first of 17 GP surgeries in Milton Keynes to transfer to this new computer system. Between 5th and 17th October the surgery will operate a skeleton service only whilst work on transferring patient information to the new system takes place and staff are trained to use the new system. David asked if PPG members could help in any way and if so Jane will let him know.

Jane mentioned that it is possible to do a tour of the hospital's path lab and if anyone is interested in this they should make contact with her.

Graham was presented with a gift from the GP's as a thank you for chairing the PPG during his term of office.

Agenda item 9. Patient education: To consider the merit of our producing a handbook for patients

David had previously been given a copy of a Newport Pagnell GP practice's professionally printed handbook and asked Jane if it would be useful for our surgery to have something similar. Jane circulated copies of photocopied information given to Red House Surgery's new patients and explained that by printing it in-house, it can be updated as required on the computer at no additional cost and is always up-to-date. No booklets are therefore required.

Agenda item 10. Newsletter. To decide when to publish the next edition and set up a schedule for its production.

The next newsletter was discussed and it was agreed that a publication date of 3rd December 2012 be aimed for. It was requested that articles for inclusion be sent to Jane before 30th October and Jane will send them to the Editor once approved. They will then be forwarded to City Print (Nigel) for printing.

Suggested items for inclusion are:-

2 items from John N; an article from Claire-Louise about her dogs; Doctor's profile; Staff changes within the surgery; Improvements to the surgery and car park; Information on the new computer system of interest to patients; Memory prompts – your doctor's appointment; an article from Bhervi Patel (Pharmacist); Walking group information; ie future programme, trained leaders, longer and shorter walks, wheelchair walks etc; List of next year's PPG meeting dates; Article regarding child health etc.; Jan's hard to reach, lonely patients; Recipe; Fundraising - Midsummer Madness and raffles at flu clinics; Names of Committee members; List of useful telephone numbers and a Recipe. We would like some photographs included also where appropriate.

We probably have more than enough articles!

Angela and Jane to take this further.

Agenda item 11. MK Commissioning: Update on the recent meeting and any other news.

Gordon attended the August meeting and the minutes will be circulated to PPG members once received from MK Commissioning.

Agenda Item 12. ANY OTHER BUSINESS

12.1 Next Commissioning Champions meeting – LINK/NAPP

We were informed that David and Angela will be attending the second meeting on Monday, 8th October 2012 from 10.30 am to 3.30 pm.

12.2 Speaker for our October 2012 PPG meeting

Judith announced that the speakers at our October 2012 meeting will be Julie Uglow, Practice Development Nurse, Infection Prevention and Control and Jenny Brooks, Head of Infection Control, both from Milton Keynes General Hospital.

12.3 Thanks

David thanked Sylvia and Betty for taking on preparation of the teas and coffees for our PPG meetings, Graham for PPG updates to the surgery's screen in the downstairs waiting area and Rosi for looking into suitable toys for the reception area. To assist Rosi regarding toys, Graham kindly offered to research what toys would be suitable for a GP surgery waiting area.

(Action point. Graham to look into suitable toys.)

12.4 First Flu Clinic

Fay asked for volunteers to sell raffle tickets at the flu clinic which will take place from 8.30 on Saturday, 29th September. Betty, Christine, Sylvia, Sam, Angela and David offered their help. Ideally more volunteers are required. Fay will produce a rota for the day. The next flu clinic will be at the end of October or beginning of November, date not yet decided.

12.5 Red House Rovers

Judith reminded us that the next walk is scheduled for 25th September commencing from Red House Surgery at 2 pm. It is hoped that there will be a stop for tea/coffee in Fenny Stratford on the return walk.

We were shown a walk leader's jacket purchased for our walks. It was agreed that the cost should be taken from PPG funds.

12.6 College students

Carol mentioned that she works at the College teaching health and social care and that some of the students are possibly registered with the Red House Surgery. It might be that they could help out at appropriate times. Jane asked if it would be possible for some Red House students to register on our online-PRG group and it might be that other GP surgeries in the area could be interested.

DATE OF NEXT MEETINGS

Core Group Meeting - Monday, 1st October 2012 at 12.30 pm

PPG Meeting - Monday, 8th October 2012 at 6.15 pm