



Minutes of the Patient Participation Group Meeting held on Wednesday, 13th March, 2013

Agenda Item 1. Registration

Sheila Dale, Maureen Gladwin, Gordon Lovell, David Lloyd, Dorothy Lloyd, Anne Nash, Michael Whitehand, Victoria Shiner, Sam Shunmoogum, Rosi Shunmoogum, John Neale, Linda Boutin, Claire-Louise Nixon, John West, Sylvia Ellwood, Betty Moon, Fay Read, Jan Lloyd, Mark Pitman, Dr Nigel Fagan (GP), Jane Hanlon (Practice Manager) and Angela Lovell

Agenda Item 2. Apologies

Christine Cartwright, Judith Westell, Nigel Vaughan, Pat Whalley, Monica Catelinet, Bonnie Twynham, Allison Carlton and Dr Paul Staten (GP).

Agenda Item 3. Adoption of minutes of the meeting held on 11th February 2013

Copies of the February PPG minutes were circulated prior to the meeting. With the addition of Anne Nash having sent her apologies, the minutes were accepted as an accurate record of the meeting.

Agenda Item 4. Matters arising not covered elsewhere

- (a) Red House Rovers walking group: John Neale reported that a group of 10 enjoyed the February walk and the next walk is scheduled for 20th March commencing at Caldecotte Lake, meeting at the Caldecotte Arms at 2 pm. The walk will last approximately 1 hour.
- (b) Red House Champions Project: Jan gave us update on progress with this project which she is leading. There are 2 small amendments to make to the proofs of the poster and flyer and then this project can be advertised. A sample of the flyer was circulated to those present who all agreed it was excellent. Thanks were extended to Jan.

Agenda Item 5. MK Patients' Congress

Gordon reported that an Extraordinary Meeting was called for 4th March, 2013. This was to discuss the proposed Public Advisory Forum (PAF) and the appointment of a lay member to represent patients to the Clinical Commissioning Group (CCG). This lay member will be a paid post, elected and paid by the NHS, albeit for only 2.5 days a month. There was a heated discussion around this post but it is going to happen and a protest was made saying that there would be a conflict of interest for the lay person. It was stated that the Patients' Congress request one of its members, ie

the Chair person, to also be sitting as a member of the CCG. This was taken back to the PAF by Sue Lacey-Bryant. A reply is awaited.

Agenda Item 6. Flower beds. Update from John Neale, David Lloyd and Angela Lovell

Angela reported that she had been in touch with Frosts Garden Centre and been given the name of a contact who she will get in touch with. It is hoped that David, John and Angela can have a meeting with Frosts to discuss the possibility of their company sponsoring the planting of our raised beds or giving us advice and possibly some discount.

Agenda Item 7. Online Patient Representative Group survey: report on progress

We were informed by David that this survey closed at the end of February. He gave feedback in graph format showing the results of the survey and informed us that he has written his preliminary report. A copy will be included on our web page. He also mentioned that all items requiring attention resulting from the previous survey had been achieved.

David was thanked by all those present for the work he has done on this.

Agenda Item 8. Election of Red House PPG and online PRG representative to MK Commissioning

Voting took place over one week and David announced that Victoria Shiner was elected to represent our Red House Surgery PPG and online PRG on MK Commissioning with Steve Bates as deputy. Gordon will meet with Victoria to go over what has been happening recently and introduce her at the MK Commissioning meeting on Monday, 18th March. Steve plans to come to our future PPG meetings.

Thanks were extended to Allison and Gordon for representing our PPG at these meetings.

Agenda Item 9. Report of the visit to the Path Lab at MK Hospital on 6th March, 2013

Feedback was given on a visit to the Path Labs by nine of our PPG members. We were split into 2 groups and after an informal introduction, completing and signing confidentiality forms and being told that no photographs were allowed, we then commenced our tour. Without exception all agreed it was an amazing experience. We were struck by the technical complexity of the work, the checks and counter checks performed to ensure no errors occur, the automation of the blood lab and the highly qualified staff working there. Our visit finished with a de-briefing session and refreshments. We were very grateful to the 4 managers who showed us around in their own time. David will write a letter of thanks on behalf of our group.

It is planned that more groups from other PPG's will be invited to tour the Path Labs, possibly one a month with 4 groups rather than the two on our tour.

Agenda Item 10. To consider if we wish to purchase a digital projector to use at meetings and to be available for use by the surgery

Following Graham's suggestion some time ago that the PPG purchase a digital projector, Rosi was asked to research up-to-date prices of a digital projector and she reported on her findings mentioning that they ranged in price from £179 to £749. After discussion it was decided not to go ahead with the purchase of this equipment, as the amount of use it would have didn't justify the cost it would incur. It would only be used at most 6 times a year and was unlikely to be used by the surgery. David thanked Rosi for researching this for us and asked her to keep a copy of the equipment and prices, which she agreed to do.

Agenda Item 11. Submission of documents to the National Association of Patient Participation (NAPP)

David reported that he has submitted copies of our newsletter, the Annual Report from May 2012 and our Framework Document (Constitution) to the National Association of Patient Participation to show other PPG's how to run a great PPG. He asked Jane if it was possible to also send these in digital format, which she agreed to do.

Agenda Item 12. To consider if we wish to be involved in 'Midsummer Madness' 2013

Discussion took place as to whether our PPG should again participate in Midsummer Madness. After discussion it was decided not to take part this year as it involves a considerable time commitment and it was not thought that there would be enough willing PPG members to help before, during the event and clearing away afterwards. It was agreed that we should reconsider our participation in next year's event.

Agenda Item 13. News from the Surgery

Jane updated us on news from the Surgery.

- ❖ The new front door was scheduled to be fitted last week but there are problems. The site survey found that the new front door is unsuitable and instead of it costing £3,000 the work will now cost £7,000. The GP's have given the go-ahead for this work to be done. It is hoped that installation of the new front door will take place on 23rd April and whilst this work is being done patients will need to access the building via the back door.
- ❖ The Surgery is presently looking into removing the bench seating and replacing with chairs, replacing the flooring and taking out the second reception desk. Jane might ask some patients their views.
- ❖ Janet Corbett, PCT, has some money which could be used to purchase an ambulatory BP machine.
- ❖ Jane recommended an excellent speaker we might wish to invite to speak to our PPG on Alzheimers disease. This was very enthusiastically received. Another speaker we might wish to consider inviting would be to talk about adult autism, its diagnosis and what is out there to help sufferers and their families.
- ❖ Jane informed us that it is likely that the Practice will be inspected by the Care Quality Commission (CQC). They only have to give 48 hours of their intention to inspect the Practice and will speak to patients there at that time.

- ❖ Jane reminded David about the NAPP Conference and David asked if anyone is interested in attending to let him know. David expressed his interest. Applications to attend made before the end of March will be cheaper.
- ❖ Concern was expressed regarding the number of patients who queue to book in at the Reception desk rather than using the self-check in machine. It was thought that some patients might prefer speaking to a friendly receptionist rather than using a machine. Discussion took place on this subject. Sam asked if it would be possible to move the self-check in machine to a lower level for wheelchair users. Jane said that there had been discussion at the practice whether to buy a second machine so that we can have the machines sited at different levels but didn't want to have the expense of a second machine if they are not going to be used. It was noted that the PPG had been involved in where the existing machine should be placed when it was first purchased.
- ❖ It was reported that some very nice vases of artificial flowers have been donated to the surgery.
- ❖ As we are not now going to participate in Midsummer Madness this year, the gifts we have already been given will be donated to a local charity. We will put a notice on the PPG notice board to this effect and thank patients and staff who contributed items.
- ❖ Jane has arranged for an advert promoting the PPG to be placed on the screen in the downstairs reception.
- ❖ Dr Williams, who is presently on maternity leave, has decided not to return to work as she wishes to spend time with her baby.
- ❖ Dr Robinson has been offered a partnership in a local GP Practice and will unfortunately be leaving the Red House Surgery.
- ❖ The surgery will be recruiting two new GP's.

Agenda Item 14. GP Update

Dr Fagan informed the meeting of the following:-

- ❖ He thanked those participating in the PRIMIT study and mentioned that the surgery will be participating in 2 further research projects.
- ❖ He reported that Tricia, the new Health Care Assistant, is very competent.

Agenda Item 15. ANY OTHER BUSINESS

Concerns about Parliamentary activity that might lead to the privatisation of the NHS

David reported that he had received several approaches from members who were concerned about Parliamentary activity that might lead to the privatisation of the NHS. There followed an extensive discussion during which it emerged that most members were deeply concerned at this prospect. It was agreed that all members would consider writing to their member of Parliament to express their concerns. It was requested that the Chairman might prepare an outline letter that could be adapted by individuals and then be re-written to the MP. This outline was to be circulated to members by email.

Agenda Item 16. Dates of Next Meetings

Core Group Meeting - Wednesday, 3rd April, 2013

PPG Meeting - Monday, 8th April, 2013

(28.3.13 ail)