

**Minutes of the Patient Participation Group  
Tuesday 9th November 2010  
Red House Surgery, Bletchley**

**Present:** Dr Nigel Bunting  
Allison Carlton  
Christine Cartwright  
Monica Catelinet  
Sylvia Ellwood  
James Goldsworthy  
Jane Hanlon  
Angela Lovell  
Tony Mabbott (Chair)  
Betty Moon  
Dr Huda Muhsin  
Anne Nash  
John Neale  
Jane Norton  
Graham Perry  
Toni Rampello  
Faye Read  
Michael Whitehand

**Apologies:** John Agnew  
Sandra Agnew  
Diane Barnes  
Peter Barnes  
Maureen Grant  
Rob Lea  
Geoffrey Lee  
Carolyn McIver  
Judith Westell

**1. Welcome**

The Chairman welcomed everyone to the meeting, including new members Betty Moon, James Goldsworthy & Cheryl ?

**2. Apologies**

As above

**3. Minutes of the last meeting held on 14<sup>th</sup> September**

The minutes of the previous meeting were checked for accuracy and approved.

### **3a. Public Consultation on Government White Paper- Equity and Excellence**

Allison Carlton informed the group of that Department of Health (DoH) is running a public consultation until 14<sup>th</sup> January 2011 on two aspects of the White paper:

- i. *The Information Revolution*- the aim here is to give patients more control of health services and better control of information e.g. who/when/what/why of health and social care and how you receive information.
- ii. *Greater Choice and Control*- this part of the consultation is about your health needs and social care needs, e.g. Choices of hospital/ local facilities and GP Surgery.

There is an on line survey/ open forums, some hard copies of the above documents were given out at this evening PPGs.

Questions-What's the point in responding to the consultation? Allison Carlton- stated that the principle behind the consultation is "no decision about me without me" and reiterated that the consultation is about individuals.

Tony Mabbott- suggested a PPG wide response, after some discussion, the group agreed that there was insufficient time for this given the deadline date.

Another question posed was how is the consultation being advertised? Allison Carlton is disseminating the information at PPGs and interest groups throughout Milton Keynes. Advertising in 'The Citizen' was discussed as well as putting details on the Red house Surgery website. Flyers were also muted, Tony Mabbott agreed to design a leaflet to advertise the consultation within the surgery if they were not available from the PCT.

James Goldsworthy suggested that each PPG member could disseminate the information via their personal email address books, perhaps tagging the DoH website to signatures at the end of messages. He also suggested facebook and twitter maybe another source of information dissemination.

#### *Action points:*

- a) *Individual members to make a commitment to complete the consultation survey*
- b) *Each PPG member to send details to at least 5 people in their email address book.*
- c) *Tony Mabbott agreed to design a leaflet to advertise the consultation within the surgery if they were not available from the PCT.*

### **4. Matters Arising from the Minutes**

A. **Physiotherapy Services:** nothing to report

B. **Listening Event:**

Allison Carlton had copies of leaflets from the event "Have Your Say"

C. **Scrapbook-** it was agreed that this development would be put on hold for the time being.

**D. GP Update**

The pilot of early bird clinics [pre-bookable appointments from 07.00-08.30] began in October, to date there has been a disappointing uptake by anticipated target groups (e.g. commuters). James suggested that a message could be put on the answering machine message, to inform patients of the availability of the clinics.

*Action points:*

*\*Keep the situation under review*

*\*Decision to be made about how this service be evaluated*

**E. Consortia**

Nothing to report

**F. MK Link Update**

The group were reminded that we are all entitled to be members of LINK MK and to receive the information via their email alerts and newsletter.

*Action point:*

*All PPG members encourage to join LINK MK- they can do this by contacting-*

**Milton Keynes Local Involvement Network**

6 Burners Lane Kiln Farm

Milton Keynes

Buckinghamshire MK11 3HB

Phone : 01908 266696

Fax : 01908 266691

*carol.linkmk@ageukmiltonkeynes.org.uk or*

**G. Future Arrangements for the PPG**

A number of issues were discussed at the core group meeting which were summarised by Tony Mabbott as below.

- The group agreed that meeting would now be held monthly on the second Tuesday of every month, this will be piloted for 6 months.
- It was also agreed that a guest speaker would be invited to alternate meetings
- The core group agreed to set a time and date for their next meeting via email.
- Question: why do we need a core group? Graham outlined that aim of the core group is to check the minutes and action point from previous meeting and review the progress of action points. It was felt in the absence of a designated secretary the core group would indeed fulfil this role.

- Previous suggestions on the creative use of information links were gratefully received.

Jane Hanlon gave suggestions as to guest speakers- for example:

- Bucks Vision
- Belinda xxxx- Redhouse Physiotherapist
- Pharmacist

James suggested that guest speakers advertised with time the number of places together with a cut off date, which enable the group to seek alternative venues if necessary

### **10. AOB:**

- a. Bookshelf- unanimous agreement that PPG should accept John Neale's quote for building a new bookcase which would be situated upstairs, to cope with the overflow of books the surgery currently has. Christine Cartwright, Faye Read and Judith Westell have agreed to sort out the books and insert bookmarks as necessary.
- b. Newsletter- The core group agreed that the next newsletter would be published in January 2011

*Action point:*

*\*Items for the newsletter to be submitted by 31<sup>st</sup> December at the latest.*

- c. Raffle- both raffles held at the recent flu clinics were very successful, the group would like to thank all those who provided prizes and those who gave up their time to sell raffle tickets. In total £685.30 was raised.

*Action points:*

*\*PPG have requested earlier notification of flu clinics to enable them to prepare*

*\*More people to offer their help at these events*

*\*Midsummer Madness was also very successful, if PPG members have unwanted Christmas gifts the surgery would welcome these for future fundraising purposes*

### **11. Date and Time of Next Meeting:**

It was agreed that future meetings would be held on:

- **Tuesday 14<sup>th</sup> December 6.15pm**
- **Tuesday 11<sup>th</sup> January 6.15pm**
- **Tuesday 8<sup>th</sup> February 6.15pm**
- **Tuesday 8<sup>th</sup> March 6.15pm**
- **Tuesday 12<sup>th</sup> April 6.15pm**

The meeting was closed at 19.35