

**Minutes of the Patient Participation Group
Tuesday 13th July 2010
Red House Surgery, Bletchley**

Present: John Agnew
Sandra Agnew
Diane Barnes
Peter Barnes
Dr Nigel Bunting
Monica Catelinet
Maureen Grant (Chair)
Jane Hanlon
Robert Lea
Geoffrey Lee
Angela Lovell
Carolyn McIver
Ann Nash
John Neale
Gill Needham
Jane Norton
Toni Rampello
Fay Read
Rosie Shunmoogum
Judith Westell
Michael Whitehand
Nigel Vaughan

Apologies: Allison Carlton
Sylvia Ellwood
Dr Fagan
Carolyn McIver
Tony Mabbott
Dr Huda Muhsin
John Needham
Dr Paul Staten
Christine Cartwright

1. Welcome

Maureen Grant welcomed everyone and explained that unfortunately, tonight we are without our chair and vice chair and that she had therefore, agreed to stand in and chair tonight's meeting with the help of the members.

2. Apologies

The list of apologies was noted as above.

3. Minutes of the last meeting held on 11th May 2010

Maureen asked if copies of the minutes had been received and represents a true and accurate account of the meeting held in May and this was agreed. The only change is to note that Allison Carlton was in attendance at the last meeting but her name did not appear on this list.

4. Matters Arising from the last full group and core group meeting

Automatic Check in System: It was noted that the check-in is now fully functional. Jane explained that patients would not be pressurized into using the check-in as some wished to speak in person to reception, some had business to undertake at reception and so it would just be left for the patients to decide if/when they wished to use the check-in. Also mentioned was queries over cleanliness and requests for hand sanitizers which it was felt was not necessary and could create a health and safety hazard.

Physiotherapy Update: It was noted that Belinda Wetherell's contract has been extended to the end of March 2010. Unfortunately, no other communication regarding the proposals for physiotherapy has been received by either the practice or Belinda. It was thought that this may be due to the proposed changes to the NHS and it is hoped that if GP's are to be given the decision making powers then in-house physiotherapy may be safe.

Michael Whitehand mentioned that he had received an acknowledgement reply to his letter which mentioned that he would receive further information but he has yet to receive anything.

Group Representation of Patient Population: It was noted that this sub group have had one meeting to discuss ways to involve more people from different ages, cultures etc. Work is on-going with this and Maureen said she felt that the group would make progress. Angela said that she had spoken to a GP friend who had tried to involve ethnic groups in his PPG but had unfortunately, not been successful as yet.

Listening Event: Rosi mentioned that she has received an email regarding the listening event organised by the PCT and the subsequent leaflets which are to be distributed to practices but which haven't yet arrived. Jane will chase Allison to see if any are available. Rosi is happy to forward a copy of their emailed report to people if they provide her with their email address. She also suggested placing a print-out on the notice board.

Bookcase: Mr John Neale was thanked for the fabulous bookcase he had made himself, free of charge, with the practice reimbursing him for just the cost of the wood. It was agreed to be a huge improvement on the original table and boxes, looked very clean and professional and had resulted in an increase in the book sales.

Midsummer Madness Event: It was noted that the Midsummer Madness Event had been a great success. Five members of the group had met at the practice two days before the event and sorted and priced the donated gifts. Five members of the group had attended the actual event and sold cakes and gifts to raise the fantastic sum of £197.64. Jane said that it had been a little disappointing that some who had offered to be involved and bake etc had not participated and that had therefore, resulted in those involved working even harder and having to ask friends and neighbours to offer support. She felt that it will be very important that the group do support each other whenever possible and that it is not left to the good will of just a few.

Maureen thanked those who were involved in the event for their hard work which she felt had been enjoyable and good team working as well as raising such a large amount. She also thanked Nigel Vaughan for providing the group with a PPG banner which was used at the event.

Maureen invited Diane to talk about her views on fundraising and Diane felt that too much time had been spent on this topic at the previous meeting. She herself does not wish to be involved in fundraising and felt that the group needs to involve itself in perhaps more important, practice related matters.

5. GP Update

a. The POD – Mention was made of the recently installed POD, the machine which is used by the patients to take their blood pressure reading, body mass index readings plus a range of other parameters which will help in collecting information to help with patient care. Red House is piloting this machine for Vision bureau practices (practices who are on a centrally managed server). Unfortunately, there are currently some teething problems as although the POD is working the information is not being transferred directly to the patient records. As soon as the machine is working the surgery will put up notices and assist patients in how to use the machine.

b. Auto Check-In – Dr Bunting reported that positive feedback had been received.

c. Extended Hours- the proposed extension of hours at Red House Surgery were turned down by the PCT as it was felt the hours had not been sufficiently extended. Another bid has been put forward and the GPs are waiting for the response to this.

d. Practice Boundaries – nothing to report, Jane Hanlon reminded the group that there are the equivalent of seven full time GPs at Red House and 12,635 patients. Some discussion took place over what would happen if more and more patients wanted to join the practice and it was noted that the practice would have to close the list which is not without difficulty.

e. Equity and Excellence White Paper- outlining the Government's plans to give GPs responsibility for much of the NHS expenditure, with Primary Care Trusts and Strategic Health Authorities being phased out. Dr Bunting

explained that the proposals are due to come into force in 2013 and that the document had been made public on 12th July, therefore no decision had been made. Jane added that the idea was to set up GP consortiums/ federations. Different means of setting up consortiums have been proposed. Peter Barnes asked "what role will the PPG play in relation to these new proposals?" Whilst it was agreed that PPG's would play a role within the new system, it is too early to say what that will be. Jane mentioned that the paper is fairly lengthy and will take some time to digest and discuss but mentioned that there are references to PPG's, the patient's voice and local involvement networks ie LINK. The group agreed that there are two issues here, firstly an opportunity to comment on the wider changes and also GP plans for Red House surgery. It was agreed that the White Paper should be a standing agenda item under the GP Update section.

6. New Business

- Fundraising- following on from the discussions at the beginning of the meeting the chair asked for PPG members to set up a sub-group for fund raising. Nigel Vaughan mentioned the idea of a Christmas raffle. Sandra & John Agnew, Judith Westell, Faye Read and Rosi Shunmoogum have agreed to be in this sub- group. The PPG agreed that the fundraising sub-group will have decision making powers regarding fundraising events although will obviously keep the main group informed of plans and will require support from the main group.
- Sharing of duties- the chair suggested more activity from group members and asked members to consider their areas of specialism or interest. It was felt that the group needs to encourage more members and also use the talents of those existing members. With the chair and vice chair both absent tonight it is clear that the group will need to find additional volunteers to help with both this role and other duties as they arise.
- Ownership of PPG Notice board- It was agreed that Sandra Agnew, Angela Lovell and Judith Westell would take responsibility for the displays and updating of the notice board. John Agnew suggested that there needs to be a co-ordinated approach to this, for example considering how frequently the displays and information will be altered. Jane Hanlon mentioned that there is training available on visual displays and perhaps both PPG members and surgery reception staff could attend.
Action: Information on training to be passed on to sub-group members and reception staff.
- Scrapbook- it was requested that a group member keep an ongoing record of PPG events. Both John Agnew and Toni Rampello agreed to do this.
- Minutes- Monica asked if one of the group would take the responsibility for the minutes if she is absent. Toni Rampello has agreed to do this.

- Promotion of newsletter- the group had to decide how frequently the newsletter should be produced. The cost of publishing the newsletter is to be paid for through fundraising. Our latest newsletter (Spring 2010) was six pages, 4000 copies were published. The group discussed the distribution of the newsletter both in the surgery and externally (for example Health Visitors and District Nurses handing them out to patients on their visits). Nigel Vaughan informed us that a four page newsletter was much more cost effective. The PPG agreed that there would be two newsletters per year:
 1. Autumn/ Winter
 2. Spring/ Summer

Action: next newsletter to be published in October 2010

- Whilst it was felt that there may be sufficient articles for the next newsletter, for example some of the GPs have written a personal article, there were other suggestions made for future articles:
 - Recipes Judith Westell has agreed to provide the recipe for the British Heart Foundation Christmas cake (no fat)
 - Advertising LINK
 - Update regarding the consortium
 - The purpose of the PPG

It was felt that as an extra it may be possible to produce a young persons newsletter to try and both engage with the younger population and offer advice and information more relevant to their age.

Action: Jane Hanlon will collect the items, Allison Carlton has reviewed these items in the past, it was agreed that as long as Allison is in agreement this system could continue or could be discussed with the core group with the articles being sent to Nigel Vaughan at City Print who has along with his staff designed the layout of the newsletters which all agreed have been of very high standard.

- Rota for the distribution of newsletters in the surgery was thought to be a good idea. Several members agreed to attend the surgery to hand out leaflets to patients and promote the PPG when the next newsletter has been published as the personal touch seems to be the very best way to engage with our patient population.

Maureen said she has done this previously and been made to feel very Welcome by the staff. PPG members can just contact the surgery if they feel they have free time and can come whenever they have time.

Action: member to email Jane Hanlon with any queries regarding this

Peter said that he had received a copy of the newsletter with a letter from the surgery which he felt was a very sensible way to reach the practice population. Jane said that they were making an effort to enclose a newsletter whenever possible when writing to patients now

that the initial "hand out" has been undertaken and we seem to have leaflets remaining but that a considerable number of these patients have been seen at the surgery and that unfortunately, this still does leave a considerable number of patients who haven't visited the surgery recently still being unaware of the PPG and the newsletter.

- PPG representation at flu clinics- the group discussed offering refreshments at the flu clinics or offering a raffle. However, the group was reminded that the surgery has limited parking space and each appointment is booked for a one minute time slot. Angela Lovell and Monica Catelinet have agreed to represent the PPG at the flu clinics. The fundraising group will discuss the possibility of a raffle etc when they next meet.

Action: dates of flu clinics to be sent to Angela and Monica

- Bookmark- the core group had discussed sticking a book slip at the front of all the books for sale in the surgery explaining about the sale of the books and the PPG. Nigel Vaughan has offered to organise the printing of these slips for the PPG. Christine Cartwright and Sandra Agnew have agreed to undertake the work involved with this. Toni Rampello has agreed to support them with this. Sandra Oak (Receptionist) will contact Sandra and/or Christine when new stock comes in to enable bookmarks to be added.

7. LINK MK: No update regarding LINK

8. NAPP: No update at this meeting as Graham Perry the NAPP link person was not in attendance

9. Suggestion Box: No comments in the box

10. Finance: There is currently £1137.74 in the PPG account plus cash from recent book sales. Other matters such as the raffle and a table top sale to raise additional funds to be discussed within the fundraising subgroup.

11. AOB:

a. Midsummer madness- John Agnew was approached by a patient from Drayton Road Surgery who wanted to visit our PPG to find out how the group operates. It was agreed that John could invite him to our next meeting.

b. PCT recently held meeting for people who are visually and hearing impaired. Valuable points regarding how people with visual and hearing impairments were treated by their surgeries for example, information being available in large print.

Action: Bucks Vision could be invited to future PPG meeting or we could ask them if they have any members who are Red House patients who may be interested in joining our PPG. Jane to make contact with Bucks Vision and RNID.

c. Michael Whitehand- suggested placing arrows on the walls signposting patients to the newsletter, no decision was made about this.

d. Robert Lea- suggested putting the newsletters on chairs, there was some discussion around the logistics of this, no decision was about this.

12. Date and Time of Next Meeting:

It was agreed that the next meeting would be held on **Tuesday 14th September 6pm.**

The meeting was closed at 19.33