



**Minutes: Patient Participation Group Meeting  
held on Wednesday, 14<sup>th</sup> September, 2016**

**Agenda Item 1: Registration**

**Present:**

Hilary Godsman, Pam Nicholson, Christine Cartwright, Stephen Bates, Mark Pitman, Gillian Holloway, Clive Robinson, Jan Lloyd, Michael Whitehand, Fay Read, Judith Westell, Nigel Vaughan, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Dr Lucy Marchand (GP) and Angela Lovell (PPG Secretary).

**Apologies**

Maureen Gladwin, Toni Rampello, Gordon Lovell, John Neale and Sheila Dale, Vera Roper

**Agenda Item 2: Minutes of August 2016 meeting**

The minutes of the August 2016 meeting were circulated prior to the meeting. It was agreed that they are an accurate record of the meeting and will now be included on the surgery's web page.

**Agenda Item 3 Matters arising**

- (a) Patient Congress Meeting and changes to the System Resilience Meeting.
  - ❖ Steve reported that there was no Patient Congress Meeting in August.
  - ❖ He reported changes to the System Resilience Meeting. (Addendum)
  
- (b) Horticulture:
  - ❖ Very favourable comments were made regarding the sunflowers Clive planted at the front of the surgery. They look very welcoming. He was thanked.
  - ❖ It was agreed not to plant an additional shrub to replace the one that has died as the two remaining shrubs have almost filled the gap.
  - ❖ Again a request was made for help in watering the plants in the raised flowerbeds in the dry weather.
  
- (c) Future speakers:
  - ❖ Jan informed us that at present there are no future speakers organised and that we should give her suggestions. She prefers not to contact speakers until nearer the meeting date which works better.
  - ❖ Angela suggested Fay Grech-Marguerat who is Macmillan Cancer Information and Support ANP and works in the Macmillan Unit at Milton Keynes University Hospital NHS Foundation Trust. Fay was a speaker at one of our PPG meetings a few years ago.
  - ❖ It was agreed that a speaker on end of life care would be interesting.

#### **Agenda Item 4: Personal details of PPG members – an update and a request.**

Discussion followed regarding the decision for the PPG to keep their own membership details and what the current position is. It was reported that 15 members have so far given permission to hold their contact details on the PPG circulation list.

#### **Agenda Item 5: Community/Information issues.**

Steve informed us of the following:-

- a. Working Lifestyles is holding two free Information Sessions concerning Dementia to raise awareness and understanding of the condition. They are on 20<sup>th</sup> September at 6pm and on 28<sup>th</sup> September at 1pm and will be held at Unit 1, Linford Wood, Linford Forum, Rockingham Drive MK14 6LY.
- b. MK University Hospital is planning to introduce a new online booking system which enables patients to manage their appointments offering greater choice and flexibility. They are holding a workshop to discuss this from 1700 hrs to 1900 hrs on Wednesday, 21<sup>st</sup> September at The Education Centre, (previously the Postgraduate Centre) at the hospital. Anyone interested in attending should contact Sam Halldon on 01908 996217. This new initiative is to start in November and a trial will run from November in 2 areas and if it works will be spread to other areas.
- c. MK Age UK is holding a Halloween themed quiz night on 25<sup>th</sup> October and teams of 6 are invited. The cost is £10 per person and includes sausage and mash, a bar and raffle. The profits are for the charity. It was agreed that the PPG should enter a team and Gillian agreed to organise this.

#### **Agenda Item 6: News from our Surgery**

Dr Fagan updated us with information from the Surgery.

##### New Staff

- ❖ Dr Adam Staten, son of Dr Paul Staten, has commenced as a GP at the surgery and if there is any confusion will be known as young Dr Staten.
- ❖ Dr Sophie Ellis is unfortunately leaving at the end of September and joins Newport Pagnell Surgery as a Partner.
- ❖ Chris Brazier joins our admin team on the 15<sup>th</sup> September and brings with her some excellent skills which we are sure we will put to good use.
- ❖ The flu clinic dates are 8<sup>th</sup> October and now confirmed 29<sup>th</sup> October, each commencing at 8.30 am until approximately 3.30 pm. It was agreed that the PPG should run raffles on both dates and volunteers to help with this were requested. Toni will circulate a rota to cover these dates. In the past donations of items have been given for prizes. Angela agreed to make up 2 hampers as first prize for each raffle from donated items.
- ❖ The progress of the STP is likely to become public soon. This relates to Milton Keynes, Bedford and Luton & Dunstable hospitals
- ❖ There is a new NHS Accessible Information Standard which practices have to adhere to. By the 1<sup>st</sup> April practices had to record how patients needed to be

communicated with (such as large print for patients with impaired vision).  
The practice continues to work on this which is obviously on-going.

### **Agenda Item 7: Any Other Business**

(i) Newsletter: We were given an update on progress with putting together the next newsletter. Jane and Toni, our newsletter Editor, have quite a number of articles for inclusion. Additional articles are expected. Angela mentioned that a Red House Surgery patient had requested the publication date to be included on the front of the newsletter in addition to the issue number. A date will be included but Steve thought it better that it is at the back. Steve mentioned the possibility of the PPG producing a one-page newsletter quarterly to send to the 'on-line' members.

(ii) Possible visits: Judith informed us that she had been on an organised visit to the crematorium recently and said how interesting it was. She will make enquiries regarding a possible visit there. There were several PPG members interested.

Michael mentioned the visit he organised to the Hospice some time ago and told us that he would be happy to make enquires as to a possible further visit. A number of people were away when the last visit was organised.

(iii) PPG Awareness week: At present all those interested in joining the PPG are entered in the on-line group although quite a few wanted to attend the meetings. Jane said that there are plenty of chairs upstairs and we could accommodate more patients at our meetings. It was decided that a communication should be circulated to invite those who expressed an interest in attending our PPG meetings, or some of our meetings, asking them to let us know and we will include them in our PPG circulation.

(iv) Folders for new PPG members: Jane suggested it would be useful for new members to be given an information pack containing details about the PPG as well as different organisations such as MK Hospital, health watch, SCAS, Age UK and general information which they would find useful, eg flu clinics, acronyms etc. Gillian kindly agreed to put this together for us. It was felt that this information could be put in one of the folders donated to the practice from Nigel.

Cotton bags advertising the PPG that were available during the awareness week were distributed to the members. Please see Jane if you would like one.

### **Agenda Item 8: Dates of next meetings**

- (a) Core Group meeting - Monday, 3<sup>rd</sup> October, 2016
- (b) PPG meeting - Monday, 10<sup>th</sup> October, 2016

## **APPENDIX**

### **Patient Congress**

There was no Patient Congress meeting in August.

### **System Resilience Meeting – August.**

This meeting was devoted to a discussion about the future. Due to a regional failure to achieve the A&E Performance target of 95% of patients dealt with within 4 hours the NHS had directed that the System Resilience Board should be upgraded to executive level and that their main focus should be achieving the A&E target. This meant that the existing System Resilience Board could either fold or continue as the Urgent Care Board (which is what it used to be called.)

The meeting agreed that there was value in continuing with the meeting so once the new Board meets in September we will agree new terms and conditions, etc.