



**Patient Participant Group Meeting
Wednesday, 13th September, 2017**

Agenda Item 1: Present

Steve Bates (Chair), Dallas Sherwood, John West, Sheila Dale, Nigel Vaughan, Michael Whitehand, Gillian Holloway, Clive Robinson, Toni Rampello, Fay Read, Christine Cartwright, Gordon Lovell, Vanda Gould, Robert Gould, Jan Lloyd, Dr A Staten (GP), Dr N Bunting (GP), Dr Nigel Fagan (GP) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Jill Hussein, Judith Westell, Mark Pitman and Jane Hanlon (Practice Manager).

Agenda Item 3: Minutes of August PPG meeting

These were circulated to PPG members prior to the meeting. There were no amendments and the minutes will be included on the surgery's web page.

Agenda Item 4: Matters arising

(a) Patient Congress Meeting notes

These were circulated with the Agenda. They are also included as an addendum to these minutes.

(b) Horticulture

It was agreed that Angela should purchase some plants to give some winter colour to the raised flowerbeds and in front of the shrubs.

(c) Suggested project – Weight Reduction Clinic

Steve reported that Fay, Bob, Vanda and Angela have indicated that they are happy to assist with this. We were informed that this project is not ready to progress yet.

(d) The National Online GP Consultation Project

We were told that this project has been paused by Simon Stevens, CEO of NHS England, for more background work to be done.

(e) Work on Tidying the Surgery Car Park

We were reminded that work on tidying the surgery car park and surround commences at 2 pm on Wednesday, 20th September, 2017. If you are able to help this would be appreciated. Steve will bring a variety of tools.

(f) Possible Visit to Willen Hospice

There are a number of PPG members who missed out on the previous visit to Willen Hospice. Michael was asked, and agreed, to make enquiries regarding a possible further visit. Gillian (not daytime), Dallas, John (N), John (W), Angela and Gordon expressed an interest in being included.

(g) ECG Training

Angela made contact with ECG Training regarding CPR (cardiopulmonary resuscitation) training and the use of a defibrillator. She informed us that our group name is in the pot from which two names are drawn each month until December.

(h) Speakers

Jan mentioned that at present there are no further confirmed speakers for our meetings. She is waiting to hear back from a possible speaker.

Agenda Item 5: Our Speaker – Dr Adam Staten on ‘New ways of working’

Adam introduced his talk by giving the background to new ways of working for GP’s. He mentioned the increase in size of the population with more older patients with related illnesses, GP’s deciding to retire early and recruitment problems etc. He mentioned that there are also more preventable illnesses now.

His talk was split into 3 areas. (a) Making better use of technology, (b) How to recruit more GPs and (c) Changes to working practice within the surgery. He also said that there are many trials around the country working towards improved and more efficient practice.

Some points mentioned are:-

- ❖ Use of computer programmes. Find better ways of communicating with patients. The surgery had a trial texting results to patients but haven’t found the best way to do this yet
- ❖ There are trials in different parts of the country with regard to consultations with patients via email or web but this has possible security problems that have to be overcome. Skype has been used in some cases but not in Milton Keynes. Some surgeries use a skype system in some nursing homes but this again is a long way off being introduced here.
- ❖ Easier email and text interaction between consultants and surgeries could improve outcomes and our ability to get good advice much quicker. This is not coming to MK but a similar system is being introduced here.
- ❖ Being investigated are different ways of seeing patients, ie telephone triage with duty doctor, sharing medical appointments by seeing a group of patients with the same problem etc.
- ❖ Virtual ward round having multi disciplinary group working together with pre-identified patients.
- ❖ Adding allied professionals to Practice and making better use of highly trained pharmacists.

- ❖ A possibility would be physician associates. These would be people with science degrees who would then do an abbreviated medical training of 2-3 years and would work independently and could be used in a supporting role. Eventually there will be pilot studies for GP surgeries.

Steve thanked Adam for his excellent and informative talk for which we were all very grateful.

Agenda 6: Dates for Flu injections

The flu clinics are expected to be on 7th and 21st October from 8.30 am to 3.00 pm. They are not being advertised yet but will be in the surgery and on the surgery's web page once the flu vaccine has been received. (Now confirmed – 7th and 21st October.)

As in previous years, PPG members will be selling raffle tickets on both days to raise funds for the PPG. Money raised, plus that raised through book sales, is used to occasionally purchase equipment for the surgery, print the annual newsletter etc. Donated prizes should be left at reception and are being kept in Jane/Karen's office.

Agenda Item 7: Newsletter Items

Steve mentioned that the deadline date for publication is fast approaching and if anyone has a submission in mind to please complete and submit it to Toni a.s.a.p. Steve mentioned that it doesn't have to be a work of literary genius but should be health-related which is interesting, topical, funny, national or local. Toni will edit the newsletter which will then be printed.

Agenda Item 8: News from the Surgery

Dr Bunting and Dr Fagan reported that:-

- ❖ Julie, the new diabetic nurse, started last month.
- ❖ The surgery did quite well in the patient feedback.
- ❖ There is no news on a new practice.
- ❖ Physiotherapy. It is quiet at present but bids have gone in.
- ❖ Clive was thanked for the new fridge, donated in memory of his mum.

Agenda Item 9: Any Other Business

- Date for your diary: 'Work of the CCG', 5.30 pm to 7.30 pm on Wednesday, 20th September at The Ridgeway Centre, Featherstone Road, Wolverton, MK12 5TH.
- MK Healthcare Walks: Steve drew our attention to these walks organised by Walking for Health. These are 30-minute gentle walks. He reminded us of our Red House Rovers walks which are more energetic. The dates and details of PPG walks are on the PPG notice boards.
- First aid training: Gillian asked if anything further has been decided about first aid training. Steve replied that he is working on it.
- Hospice care week: We were informed that this is on 9th –15th October.
- Macmillan coffee morning: Nigel (V) told us about a Macmillan coffee morning which is being held on Friday, 29th September from 9 am to 12 noon

at Bletchley Community Centre in George Street, Bletchley. Funds are for Macmillan Cancer Services.

- (f) Cancer and Beyond: The surgery has put together a questionnaire to 500+ patients. The idea is to see how many patients are interested in being involved in this initiative. An invitation will then be sent to appropriate patients. The first meeting is scheduled for 3rd October and speakers are lined up. Meanwhile there is a Cancer and Beyond meeting at Whaddon Surgery which those leading the Red House Surgery group plan to attend.
- (g) Halloween quiz: Gillian mentioned that Age UK is organising another Halloween quiz this year which will be on 12th October. The cost of tickets is £12 each which will include a curry. Gillian will ask at the October PPG meeting if we would like to enter a team and if so ask for volunteers to take part.

Agenda Item 10: Dates of next meetings

- Core Group meeting - Wednesday, 4th October at 12.30 pm
- PPG meeting - Monday, 9th October at 6.15pm

(10.2.17ail)

ADDENDUM

Notes from Patient Congress

There was very little at the August Patient Congress meeting other than a discussion about whether or not Congress had a future. Congress Chairman Paul Winter came down from Scotland where he has been working for three months on an H&S contract, just to attend this meeting.

There were two schools of thought. One that Congress has run **its** course and should fold. The other was slightly more complex –

a) That the NHS claims to hold as key the importance of consultation but that over a number of years they have consulted less and less. Yes they have engaged over the STP plans but besides that have consulted hardly at all.

b) The NHS claim that PPGs are important but our local CCG has initiated very little contact at all for some years now and slowly reduced the patient representation on their committees.

c) Patient Congress was set up to pull together the views of PPGs and provide a unified voice to the CCG and NHS. Their level of influence has been questionable but that the organisation established to represent patients – Healthwatch – has no capacity to represent the views of PPGs. This limits the value of PPGs (in the big picture) and reduces the ability of patients to influence the NHS.

I proposed that we defer any decision until the next meeting and that in the interim I would meet with as many influential people in the health sphere as possible to explore if and how Congress could play a useful role. Congress agreed.