



**Patient Participation Group Meeting
held on Tuesday, 8th August 2017**

Agenda Item 1: Present

Steve Bates (Chair), Jill Hussein, Christine Cartwright, Bob Gould, Vanda Gould, Gordon Lovell, Nigel Vaughan, Michael Whitehand, John Neale, Jan Lloyd, Sheila Dale, John West, Toni Rampello, Fay Read, Clive Robinson, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP) and Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

Penny Liddiard, Judith Westell, Gillian Holloway and Mark Pitman

Agenda Item 3: Minutes of July PPG meeting

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

Agenda Item 4: Matters arising

- (a) Patient Congress Meeting notes circulated with the meeting Agenda: Steve went through these and they will appear as an Appendix at the end of the minutes.
- (b) Horticulture: Angela mentioned how disappointing it is that at least 2 small annual plants have been taken from one of the raised flowerbeds. It was agreed that replacements be purchased. Angela to deal with.
- (c) News of future speakers: Jan updated us with information regarding speakers.
 - ❖ Dr Adam Staten will be our speaker at the September meeting. The subject will be "New and different ways of working".
 - ❖ Suggestions for future speaker topics: (a) The challenges of growing older (b) the menopause (c) Invite a speaker from the mental health team - Tyrone Black has been suggested.
- (d) Opticlar Dermatoscope – the cost is £813.96: After discussion it was agreed to purchase this for the surgery and that the PPG should fully fund the Opticlar Dermatoscope which will be in regular use in the surgery. One of the GPs has undertaken advanced dermatology training and will use this equipment.
- (e) Book Cupboard: This was sorted out and a few books disposed of. Those books on display downstairs were marked with a '7' signifying the month they are put on display. The upstairs books are yet to be marked plus new books endorsed with the date on display in the front cover. The receptionists will be made aware of our new system so that they can also include the month

(number) on books they put out (when time allows) Thanks to Steve and Clive for sorting the books.

(f) Suggested project – Weight Reduction Clinic. Who would like to volunteer to take this forward? This was a suggestion put forward by Jane as a joint project led by the surgery with involvement from the PPG. Steve informed us of the following.

- ❖ He asked for someone to run our involvement in this initiative.
- ❖ The involvement initially would be to supervise participants in the weighing and recording process which will take place at the surgery. Dates and times to be decided with the surgery staff.
- ❖ We were asked if we have any food recipes which appertain to assisting weight loss. These would be gratefully received and perhaps formulated into a booklet.
- ❖ Anyone wishing to volunteer should make contact with Steve via the PPG email – redhouseppg@gmail.com

Agenda Item 5: Newsletter items

There was considerable discussion regarding our next newsletter, ideally to be published in September.

- ❖ If the flu dates are not available for the newsletter there should be a request in the newsletter for patients to look at the surgery's website for flu dates. These will also be advertised in the surgery.
- ❖ Items for the newsletter should be relevant to the surgery and to health.
- ❖ Steve informed us of the suggested articles we have so far and he will circulate the list to PPG members.
- ❖ On Nigel Vaughan's advice, the newsletter should be in an 8-page format. Nigel's family's company, City Print, have in the past printed our newsletters for us.
- ❖ It was agreed that we should aim for the third week in September for printing with the first batch of printed newsletters arriving at the end of September.
- ❖ Articles for inclusion in the newsletter should be sent to Toni, our newsletter editor, by the first week in September.
- ❖ It was agreed that we should have a hamper as first prize for both flu clinic days and we were asked if possible to bring in an item towards the prizes at our next PPG meeting on 13th September. Angela and Gordon were asked if they would be happy to make up the 2 hampers as last year which they have agreed to do.

Agenda Item 6: Cancer and Beyond – an update

Bob reported that:-

- ❖ A successful meeting was held on 14th July and they are close to getting a date for their first Cancer and Beyond meeting. Jane and the Partners will decide on the date.
- ❖ There are over 800 patients at the surgery identified to be on the cancer journey. Due to this large number, the list is being reduced to exclude those just diagnosed with cancer or those diagnosed long ago. A small group of patients will be invited to the first meeting to see what the response is. If the response is favourable the list will be increased.

- ❖ The surgery has initially worked with Whaddon Surgery but will hold its own meetings to start with and then possibly when up and running may link with them again for bigger meetings or more specialist groups such as a buddy system for particular groups.
- ❖ We were told that cancer treatment could result in financial problems and family breakdown.
- ❖ Jane mentioned that the surgery will need PPG helpers and that they are not far off holding the first meeting. Depending on the number of patients wishing to attend meetings, it would be possible for 2 groups of patients simultaneously to attend, one group upstairs and one downstairs. Jane mentioned that patients who had cancer years ago and longer-term cancer patients would be good to help. John mentioned that there is also a cancer nurse recently retired from the Saxon Clinic who might help.

Agenda Item 7: Briefing on new CCG project – Online GP consultations

There was considerable discussion regarding this new initiative. Concerns are:-

- ❖ This project is to provide consultations via the Internet and it is thought that 3 consultations could be done in the time spent during one face to face consultation.
- ❖ It is a 2 years project. £45m is available in total to English GP surgeries but this is only £6,000 per surgery over the 2 years. What happens when funding runs out?
- ❖ Alex Friend is the local Project Manager.
- ❖ 20% of houses don't have computers and 26% of patients have never used a computer. (Age UK figures.)
- ❖ There are concerns. The GP's workload is unsustainable at present without any additional work.
- ❖ Dr Fagan said it could potentially be useful for some patients, eg young people and disabled patients, but there isn't enough doctor time. The doctors would have to reduce work in other areas.

Agenda Item 8: News from the Surgery

Dr Fagan and Jane Hanlon updated us with news from the surgery.

- ❖ Jane informed us that the ladies breast-screening programme starts in September.
- ❖ Frida has left totally now and Julie is now covering diabetic care 2 days a week.
- ❖ Jennifer Austin, Health Assistant, will not be returning to work.
- ❖ New Receptionist, Angie will be commencing on 11th September.
- ❖ ECG Training is offering to teach CPR and the use of a defibrillator (AED) to groups of 5 to 15 people, free of charge each month. The names of the successful groups will be drawn on the 15th of each month and those attending must have MK postcodes. Angela will organise.
- ❖ Hospice Care week. Macmillan is looking for groups to run the annual coffee/cake mornings to raise funds. Anyone wanting info should speak to Jane.

- ❖ Physiotherapy services. These are under discussion/negotiation by the Federation of Milton Keynes GP practices and the CCG. It looks very much like Red House Surgery may have a reduced coverage in the future.
- ❖ Dr Fagan mentioned a couple of research projects on (1) opiate use (morphine/codeine). (2) patients with musculoskeletal pain.
- ❖ Large meeting organised by the STP. Bedford Plan for practices to combine to about 30,000 sharing. . . moving to accountable care and combined budgets.
- ❖ Milton Keynes has the advantage of 24 practices being in the Federation which covers 92% of the Milton Keynes population. This will give a better opportunity for the Federation to negotiate with the CCG to give a wider and more in-depth service to the patients of Milton Keynes.

Agenda Item 9: Any other business

- (a) Visit to Walnut Tree Health Centre . Steve reported that at their request he visited Walton Tree Surgery as they had heard how successful our PPG is and they wanted advice and ideas for their group. He mentioned to them that our PPG has excellent support of the GP's and staff at the surgery. A special mention was made about Jane Hanlon, Red House Surgery's Practice Manager who is extremely helpful and comes up with some excellent ideas for our PPG to be involved in. He also said that our PPG benefits from having excellent Secretary and Treasurer. In our group we have people who are assertive and want and to get involved. It is a credit to our members.
- (b) Clearing weeds etc from around the surgery. If you are able to assist doing this please come and join us at 2 pm on Wednesday, 20th September.
- (c) Twiddle muffs. Our grateful thanks were extended to Vanda who has brought in another 45 beautifully made twiddle muffs for those suffering with dementia. Vanda asked if anyone has any unwanted old necklaces, big buttons or toggles to please let her have them to go on the twiddle muffs.
- (d) Donation to Willen Hospice. Toni mentioned that she has received a thank you letter from Willen Hospice for the donations of stamps and mobile phones donated by our surgery's patients. Included in this letter was an invite to visit Willen. .
- (e) Possible Willen Hospice visit. As a number of PPG members weren't available to visit Willen Hospice previously it was suggested and agreed that we should contact Alison Waterhouse to ask if another visit would be possible.
- (f) New surgery building. We were informed that the next meeting to discuss this will be held on 6th September

Agenda Item 10: Dates of next meetings

Core Group meeting	-	12.30 pm on Wednesday, 6 th September, 2017
PPG meeting	-	6.15 pm on Wednesday, 13 th September, 2017