

Patient Participation Group

Minutes of PPG Meeting on Tuesday, 13th February, 2018

1. **Present:** Steve Bates (Chair), Clive Robinson, Nigel Vaughan, Michael Whitehand, John Neale, Penny Liddiard, Christine Cartwright, Bob Gould, Vanda Gould, Bruce Battams, John West, Ian Graham, Gabi Leeson, Jane Hanlon, Paul Staten (GP)
2. **Apologies:** Gordon Lovell, Angela Lovell, Gillian Holloway, Sheila Dale, Jan Lloyd, Toni Rampello, Mark Pitman, Fay Read, Judith Westell
3. **Minutes** of January meeting were approved with the addition of apologies from Penny Liddiard.
4. **Matters Arising:**
 - a. Horticulture – the front borders continue to look lovely and tidy with the flowers in bloom. Our thanks to Angela and Gordon for their continued attention.
 - b. Speakers - Any suggestion for future speakers to Jan, please. There will be speakers in April and June.
 - c. Pictures and prices of benches have been circulated. The source of the donation has been contacted and is pleased with the proposal. She will be contacted further when we have decided which bench to purchase, for her to approve the inscription on the plaque. (A decision was not taken at this meeting due to the absence of members.)
5. **Report** on the Defibrillator/CPR Session: Steve reported how very successful this session was. The presenter was very professional and all learned useful skills. One of our best presentations, a view shared by all. Steve confirmed that a letter had been sent to the company and that he had thanked Angela at the Core Group meeting for arranging it.
6. **PPG Awareness Week** A brief discussion about plans. (4th to 9th June, 2018.)
7. **Red House Rovers** Ian Graham updated members about the Red House Rovers. Normally 8 < 10 walkers each week, commencing at 2pm on Wednesdays. Walks take about an hour and a list of starting points can be found on our notice boards. Details of the Red House Rovers can also be found on the 'Walking for Health' website. Walks are at a brisk pace, the aim being to encourage improved health and stamina. On completion of each walk Rovers enjoy some light refreshments and a friendly chat. Ian then invited Gabi Leeson, one of the Rovers to share her experience since joining in January, 2017. Gabi explained that when she joined she did struggle a little to keep up but that her stamina and fitness soon improved, allowing her now to enjoy both the walking and talking to other members. She observed that if, on any occasion she felt a little reluctant to go, she stirred herself into action, joined the walk, and felt so much better afterwards. She also confirmed that the friendly chatting during and after the walks were things she particularly enjoyed.

Ian then summarised that the Rovers are continuing with consistent numbers but that he would like to increase them. He is prepared to commit to any promotions, workshops or recruiting efforts.

Bruce suggested that it might be worth considering hiring a minibus to travel to any of the interesting locations nearby, like Stowe, to increase variety for walkers, an idea that Ian welcomed and will consider when possible.

Ian concluded by saying that he is happy to advise anyone thinking of joining the Rovers regarding their fitness and if appropriate he can give information about alternative walking groups if a candidate is concerned about keeping up.

Steve thanked Ian for his continuing contribution and Gabi for sharing her experience with us.

8. Update from Surgery:

a. TV Patient Information Monitor – Jane outlined how she feels that tv monitors in the upstairs waiting area, by Dr Marchand's waiting room and somewhere near the nurse's rooms near to the bottom of the stairs may well be beneficial to get messages out to patients.

She feels that the practice could run their own power-point presentations from these with general surgery and PPG information.

She has obtained quotes for this from a company that specializes and has a library of information and connection to NHS choices etc but it is rather expensive. It is possible to rent this equipment and wondered what the PPG felt about it and if interested she is happy to get alternative quotes.

b. Physio - It was noted that Connect Health are now in operation in MK. Leaflets of how they intend to run their contract are available at the practice for patients. It was noted that Belinda has been given the Service Manager's position and it is hoped that her wealth of knowledge will help Connect health give a good service to the population.

c. Cancer & Beyond – The next meeting is to be held as a joint meeting with Whaddon Medical Centre and will be held on Thursday the 8th of March at Bletchley College in Sherwood Drive at 6pm. Letters are being sent to those who expressed an interest from the original mail out. There are also posters in the surgery and information on the website. Dr Adam Staten will be presenting along with Dr Andy Potter from Whaddon. Bob Gould is our representative on the planning group.

d. Soroptimist – The MK branch of this international group is currently collecting items for victims of domestic abuse. Any toiletries and unwanted Christmas gifts are being collected at the surgery for distribution to those often have to leave their home urgently. This is on the website and notices are being put up in the surgery.

e. PPG Logo – Jane has spoken to the lady who prepared the Red House Logo and she is happy to work with the PPG/surgery to give the PPG their own slightly different log for use on posters, letters etc. The cost of this would be around £160 no VAT.

f. Phone Lines – the practice has organized for additional 'phone lines in to the practice. It is hoped this may help people get through to the surgery (some are being used for out-going calls). However, there is unfortunately, no capacity for additional staff.

g. Health Watch Visit – We have been informed that HW will be visiting some practices unannounced to speak to patients regarding access to surgery appointments etc.

h. Dr Samarin Salman – Dr Salman is unfortunately, leaving the practice at the end of February and will be undertaking locum work around the city. She may also work as a locum back at Red House when required.

i. Locum Doctors – we have a number of locum doctors working for us at present:

Dr Lena Chen, Dr Nike Babalola, Dr Tony Hall-Jones & Dr Claire Evans

j. Choir – there is interest in setting up a Red House choir. The benefits of singing are well known and so we are currently looking to see whether there is any person(s) interest in leading such a group. The surgery is aware that we do have professional singers registered here and will see whether they can advise us further.

Anyone able to assist with this or interested in joining a choir should contact Jane/PPG.

k. MJOG – It was noted that the surgery is now using a new system for texting patients. This new software has been purchased by the CCG and will send out appointment acknowledgements and reminders to patients.

However, you will only receive these at 9o/c and 4o/c not immediately that your appointment is made. Therefore, if you make an appointment after 9o/c for later that day (before 4pm) you will not get reminder.

Patients will receive a message advising them that if they have a smart 'phone to download the MJOG app. For those with a smart phone it will allow for patients to cancel their appointment via text and if they type CANCEL and send (no other words should be added) then the appointment will be cancelled and a note entry made in the patient record.

It will also automatically send a Friends and Family questionnaire after the appointment.

In the future this system may allow for the texting of letters rather than sending via post but nothing has been decided about this as yet.

l. Herbert Protocol – Jane mentioned a new tool which has been launched by Thames Valley Police & Search & Rescue teams in the area. This protocol is to help record key information about a person with dementia and kept by the family/carer, so that should the person go missing the relevant information will be quickly and easily to hand to pass on to the relevant organizations.

Posters are in the surgery and on the website advertising this scheme.

m. Healthy Living Group – this remains work in progress. Becky one of our Practice Nurses is leading on this and we hope to get further information out very shortly.

n. Clustering – the STP are encouraging practices to “cluster” together working towards working at scale. Red House are clustering with Whaddon Medical Centre and Cobbs Garden Surgery (in Olney). These practices have a history of working together; have likeminded GPs and similar patient demographics.

From our initial discussions the practices, who all have a high elderly population would like to work towards this client group. We already have some schemes which the practices work together on such as the Living in the Moment and we would like to generate more groups to assist patients

approve their physical and mental health and benefit from services as they become older.

One idea has been to prepare a booklet "Info for Older People" which would give specific information to patients as to what is available within the 3 practices and also in the locality. A similar booklet from another local area has been obtained for ideas. It is hoped the PPG may be able to assist the practices with both this idea and others that may arise.

o. Leaflets – A large variety of leaflets produced by Independent Age have been obtained for patients at the surgery.

p. Flu Vaccines – Dr Staten outlined details regarding the flu jab which will be used next winter for all patients aged 65 years+. This adjuvanted vaccine has been used in America and Europe for 5 years + and has been proven to be more effective than non-adjuvanted vaccines and also cost-effective.

(Adjuvants may be added to a vaccine to modify the immune response by boosting it such as to give a higher amount of antibodies and a longer-lasting protection, thus minimizing the amount of injected foreign material.)

9. Ideas for 2018. Postponed to next meeting.

10. Any Other Business:

a. Following us joining the NPP Group of 100 the first survey has arrived. It deals with how GPs monitor and record their day to day activities; their consultation performance; how they are perceived by patients, and what they have learned when things have gone wrong, etc. This is on behalf of the NHS.

b. The Online Consultation Project, by which the NHS has put forward £45 million to allow every surgery to be connected to a system which allows patients to have a consultation online is back on track. Phase 1 is likely to start within three months. There are 8 surgeries in Milton Keynes in Phase 1 of the implementation, not including Red House Surgery. The overall aim is to reduce the stated 20% of unnecessary GP consultations.

c. SCAS (the local Ambulance service) are seeking to recruit a group of 100 people, (ambulance users or not) to form an online consultation group.

Anyone interested, please contact Steve who has details.

d. John Neale explained that when he called at the pharmacy to collect a prescription he was taken aside and it was suggested that he should have a review of his medication. Paul Staten explained that each GP does consider each patient's medicine when prescribing, looking at the whole picture to avoid over-prescribing. Steve explained that Janet Corbett of the CCG is on a mission to ensure that more reviews are carried out regularly. The CCG believe that in some cases the side-effects of some medicines are treated by additional medicine rather than appraising what is actually needed to treat the primary condition.

e. John Neale told members about the Safety Centre and his involvement in it. He explained what it is and the many varied benefits to mainly young people including a new scenario relating to internet safety. He would be happy to arrange a visit for members. The centre needs 12 volunteers for each session, one for each of the scenarios, and they would like to increase the pool of volunteers.

f. Clive Robinson confirmed that at 2pm on Wednesday, 21st February a small team of workers would be clearing thoroughly blocked drains in the car park – weather allowing.

Dates of next Meetings:

Core Group = Wednesday, 4th April

PPG = Monday 9th April.