



PPG Meeting, 11th February 2020

1. Present – Steve Bates, Bruce Battams, Jacqui Colman, Bob Gould, Vanda Gould, Jane Hanlon, Jan Lloyd, Jill Hussein, Denise Ingall, Angela Lovell, Gordon Lovell, Shona Manson, John Neale, Fay Read, Clive Robinson, Judith Westall,
2. Apologies – Christine Cartwright, Sheila Dale, Ian Graham, Penny Liddiard, Mark Pitman, Nigel Vaughan, Elspeth Woods,
3. The PPG welcomed new member, Jacqui Colman, with introductions around the room.
4. Draft minutes – Approved
5. Matters Arising
 - Thanks to Bruce and John for continuing efforts on maintaining the borders and with both the donation of snowdrops and mulch making a cheerful winter display.
 - No speaker for this meeting. Confirmation that next month's speaker will be Katie Elmer and Jodi Spencer from local charity "Emily's Star", Katie is Emily's mother. The Soroptimist Society have confirmed for May and the Samaritans have confirmed a speaker for September. Enquiries were made to secure a speaker from Western Power Distributors, but this has been declined. Jan continues to look for suggestions and to secure speakers for future meetings. Reminder that the surgery continues to support the Soroptimists in their fundraising/donations and at present they are concentrating on assisting the YMCA.
 - Suggestions for visits by members. The new Hub (for the emergency services) is now not expected to open until November but it is hoped a visit can be secured in the future. Gordon will make enquiries about a visit to the Recycling Centre. John will make enquiries about a visit to the Safety Centre. Jane has previously arranged a visit to the Path Lab and has made enquiries for a further visit which is in the process of being organised. Those who have attended previously highly recommended attending. Suggestion was made for a visit to the new Cancer Centre when it opens which was favourably received. Members to let Steve know at the next meeting if there is interest in the proposed visits plus any other ideas.
 - Ideas for how PPG can assist patients
 - Fay raised the possibility of helping patients who have difficulty getting to appointments; she has a friend who does this in Woburn but through 'Helping Hands'. Jan had been involved in a similar discussion at the Old Persons' Partnership and was able to report a service is provided by 'Volunteering Matters', medical appointments are given priority. There is a £7.50 registration fee for six months. Consensus that the issue probably more complicated than we think and better perhaps to signpost to other services. Royal Cabs have provided the surgery with a direct access button which works well and will assist patients in to the surgery and out to the cab if requested.
 - John had raised a suggestion on possibly assisting with the promotion of alternative services to a doctor's visit such as pharmacists or online services to relieve some pressure on doctors. Shona thought this something we could highlight in the newsletter and perhaps seek a pharmacist willing to speak again at one of our meetings. Jane highlighted the value of the surgery community and the ability of reception staff to engage with patients and keep an eye on some patients which is being lost by the direction to online bookings, prescription ordering, etc.
 - Consideration was given to the PPG providing volunteers to be available in the surgery during peak times to help share information and promote networking ideas to supplement the advertisements round the surgery.

- The meeting also had a wide-ranging discussion on helping to increase participation in networking groups but as mentioned in the last meeting lack of dedicated accommodation is a hindrance at the moment but hopefully in the long term this will be addressed with new premises. Shona asked if in the short-term the PPG could assist with securing nearby off-site accommodation for networking groups but there was a feeling that this diminished the object of community around the surgery setting.
 - Agreement that the PPG members could usefully seek ways to increase participation in the network groups. 'Tea and talk' goes well but the group is small. Participation in the walking group is also light, especially compared to local groups. Ian Graham and others have previously met with Whaddon and does attend some of the Whaddon walks to discuss how they manage to be so successful with the numbers of walkers as it would be good to increase our numbers.
 - Steve considered there were a lot of good ideas discussed and the meeting could give these some further thought for consideration at the next meeting.
 - Angela volunteered for sewing squares into blankets but these are up-to-date as Vanda has made a large donation of the small blankets to the premature baby unit and continues to produce her beautiful octopi. Steve voiced the PPG's thanks to Vanda.
 - A suggestion that during PPG awareness week perhaps we could raise some funds by selling the octopi and perhaps Bob's birdhouses? Steve is always concerned that fundraising should be for a purpose but Jane mentioned that plans for the networking groups in the new surgery would require fundraising and we could think towards that now. A reminder that the surgery holds a significant sum in donations in memory of our late friend and PPG member Toni Rampello. The practice is keen to use this in memory of Toni and her family have supported the surgery taking their time to think of appropriate use perhaps incorporating something lasting in the new surgery.
6. Steve raised participation in the 20/20 initiative for Milton Keynes hosting the European City of Sport. An opportunity again to involve people in networking groups. Vanda could teach 20 people to knit. Ideas could dovetail nicely with the wider initiative to assist patients and promote networking. Carried over feedback for next meeting.
7. PPG Awareness week. Angela will lead a sub-group of volunteers. Several volunteers already but more always welcome. Ideas for participation again welcomed. A date will be set and communicated as soon as possible.
8. Surgery Update
- Jane noted the absence of Doctors from the meeting, a first. Jane had hoped the doctors would provide an update on coronavirus. Jane confirmed staff have all had training on actions to take if a patient presented with symptoms of the virus.
 - New additions to the surgery Dr Omar Abdalwhab (will be called Dr Omar) is returning to us as a full-time salaried GP and we are being joined by Dr Kate Robinson, also a salaried GP, presently only working Mondays. Jayne Denton is joining the surgery as a new emergency care practitioner working Monday and Tuesday job sharing with Phil who has reduced his hours whilst studying.
 - A worrying development has been the recent discovery of drug paraphernalia in the toilets. The surgery is looking to have blue lights fitted in the toilets which can make it difficult for an individual to find a vein. Denise mentioned that there is matting which can be purchased for flat surfaces which would deter cocaine use but Jane confirmed to date the incidents have been users injecting. The nature of the building makes observation difficult.



- Angela asked what the position was on panic alarms. All rooms are fitted with alarms and CCTV covers the public areas. The whole surgery team have a full response plan to any alarm raised
 - Whaddon Medical Centre have taken over Water Eaton Health Centre.
 - No particular update on the new surgery - discussions continue. In context of the meetings other discussions much praise was given for the friendly nature of the current surgery and the wish to maintain this in the future. For example, the doctors wish to continue to leave the room to call patients not to have a tannoy or message board system. Whilst larger screens might assist with messaging no desire for this to dominate a regimented waiting room. The PPG fully supports those aims.
9. A.O.B Items
- Clive cordially invited members of the PPG to a meal at The Ganges Lounge on 25 March to celebrate his 60th birthday. Anyone wishing to attend to contact Jane please.
 - Angela and Gordon attend The e-gym Hub at Bletchley Leisure Centre and recommend the benefits. Gordon (80) has reduced his biological age from 79 to 43! for which Angela (and Gordon) are rightly proud. The Hub has a regular coffee morning between 10-12 for which there was some doubt that membership was required. Go along and find out more. GP referral times are Tuesday 10-11am and Thursday 2-3pm.
 - Shona confirmed that she is happy to take over co-ordination of the newsletter and will be looking for contributions / ideas. Also noted from last meeting need to produce news sheet for PPG Awareness week.
 - Steve proposed an idea from Elspeth that members to contribute more actively to the agenda setting and asked for ideas for the next meeting to promote the PPG objectives and proactively take forward suggestions for actively seeking to assist patients. Ideas to Steve or Elspeth at least 5 days before the next meeting.
10. Dates of next meeting. Core Group - 4th March 2020. PPG meeting - Monday 9th March 2020.

Prepared by Shona Manson
on behalf of the Secretary to PPG