

**MINUTES OF THE PATIENT PARTICIPATION GROUP HELD AT THE
RED HOUSE SURGERY, 241,QUEENSWAY, BLETCHLEY ON 12TH
JANUARY, 2010.**

Present:

Patient Representatives: Carolyn McIver (Chair) Sylvia Ellwood (Minutes) Christine Cartwright, Anne Nash, Rosalind Shunmoogum , Monica Catelinet, John Roberts, Sandra Agnew, John Agnew, Nigel Vaughan, Allison Carlton, Fay Read, Toni Rampello, Graham Perry, John Needham, Jill Needham, John Neale, Geoffrey Lee, Judith Westell, Maureen Grant, Diane Barnes, Angela Lovell.

Surgery Representatives: Paul Staten (GP) Huda Muhsin (GP) Jane Hanlon (Practice Manager).

Apologies: Victoria Shiner, Michael Whitehand, Robert Lea, Jane Norton, Sheila Dale, Keith Armstrong, Pam Armstrong, Peter Barnes.

Resignations: Dawn Andrews, Doug Bull.

Welcome: The meeting was opened at 6.05. The minutes of the previous meeting were agreed although it was noted that patient names had been removed from the minutes put on the practice website for reasons of confidentiality.

Matters Arising: At a previous meeting a patient who has a child with type II diabetes had stated he has difficulties in obtaining prescriptions, he needed help and wanted to know what links there were between the Surgery, Hospital and Council. Action Carolyn.

The question of a mirror for the safety of the drive into the Car park was mentioned and this item was left for discussion at a future meeting.

GP Update: It had been decided that the GP's should have a "10 minute slot" to update us on any relevant issues. Dr Staten said that it was good to have Dr Muhsin back and he further mentioned that they are dealing with a large number of Flu Clinics at present and also work is being undertaken with regard to new pathways for diabetic care.

Jane Hanlon said that they had investigated the possibility of installing an Automatic Check in system for patients and an order will be placed shortly when a few logistical issues have been resolved. John Agnew suggested that each patient should be given a "Pin No" Jane felt that this would have many complications, people forgetting their number etc, Sylvia said that it would mean 12500 pin numbers, John said that would not be a problem. Geoffrey Lee said he had been talking to someone he knew from another surgery which was running this system and it was good and efficient. Discussion then carried on with respect to the height of such a machine, i.e., lower for wheelchair users, but not so low that children could play with it.

New Business: It was suggested and agreed that we should have a Core Group of say 6 or 10 people who would meet once a month to discuss and sort things out with Carolyn ready for discussion with the whole group. Volunteers were called for; they numbered 9 - John Agnew, Sandra Agnew, Nigel Vaughan, Anne Nash, Graham Perry, Monica Catelinet, Maureen Grant, Christine Cartwright and Rosalind Shunmoogum. It was agreed by all to hold full meetings every two months.

It was asked if the Core Group would have decision making powers, Carolyn said "No the group would work on ideas and feedback to the main group" and the group were happy with this plan of action.

LINK MK & NAPP: John Needham was then asked to tell us about LINK MK. He first of all said that he was very impressed with the number of PPG members we have at our surgery and especially on such a cold night. John said that LINK stands for Local Involvement Network and this has developed in a number of ways over recent years from a Public Patient Forum to ensure that patient's voices are heard. He asked for members of the PPG to join LINK and to be put on a database so as to receive quarterly news letters, and email alerts to let people know about annual events in the city and to showcase their pursuits.

LINK's belief is that the voice of the patient is every bit as important as the professional and GP. The PPG's have enlarged to the point that a year ago there were 4 and now there are 23 so this is a good result, also LINK is to make a further network between all the PPG's. This network is to be launched at Age Concern, Peartree Bridge at 5pm on January 21st, there will be refreshments and it would be a good thing for people to meet and mix together.

John Roberts asked how things are changed i.e. the process of the resulting change. John Needham said MK PCT is very receptive to questions from PPG's etc and explained the procedure.

Graham Perry asked how LINK is funded. John told us that it is funded by what is called a host organisation and in Milton Keynes it is Age Concern who holds the money from the Government.

Diane Barnes asked how they get membership and John said from PPG Groups and they also hold focus groups, they go into businesses in MK and ask for members from their staff.

Carolyn asked for volunteers to be representatives for LINK and NAPP and Rosi Shunmoogum volunteered to be the representative for LINK and Graham Perry is to be our contact with NAPP.

We then had general discussions as to how we can decide what should go on the agenda for future meetings. Agenda items should be sent in 2 weeks prior to each meeting to the Chair. It was also agreed on one slot for Priority or Urgent Business. Items for discussion and items for information to go on the Agenda, - Core Group to decide. John Agnew to be the Contact for the Core Group.

Sylvia said that if the Core/Chair were to decide Agenda items, this could cause some people's suggestions for the Agenda to be left out and that the Chair would need to keep a list and to work through it and if there were too many items to ask people not to submit items until the list was worked through. This list should be published and issued to the whole of the PPG.

Jane Hanlon to make a list of the replies to her enquiry form. Information on these forms to be shared solely within the PPG.

The next Newsletter is to be prepared, ready for the Spring. Allison Carlton to collate the newsletter articles and to be the Editor, items to be sent in by 9th February. Various suggestions were made. Sylvia said she thought that we should explain about ICE numbers and perhaps have a helpful hints corner.

The Suggestion Box - Rosalind to put a note on the box to give feedback as to what has been suggested and the outcome.

Finance: Jane said that we had made approximately £400 on the sale of books and she had given £16 to the Health Visitors (who had started up the sale of books) to buy flowers for the volunteers who help with the baby clinics.

Any other Business: Jane said that a meeting had been arranged at The Church of Christ the Cornerstone in Central Milton Keynes for Wednesday 20th January at 6.p.m. This is to promote organ donation and will be attended by people who have had Organ Transplants to talk about how it has made their lives so much better. The purpose of the meeting is to encourage more people to become organ donors. It was suggested that The Red House Doctors might see if they could persuade any patient of the Red House who has had a transplant, to put an article in our newsletter describing how their life has been improved by it. Monica Catelinet said she would attend this meeting and feedback to the group.

Sylvia asked for someone else to become the minute taker and Monica Catelinet offered. Thank you very much Monica. Carolyn thanked Sylvia for her contribution in the role as the minute taker so far.

The next meeting is to be held on Tuesday 9th March at 6.p.m.

There being no other business the meeting was closed at 20.12 hours.