



## MINUTES

### **Patient Participation Group Meeting held on Monday. 11<sup>th</sup> July, 2016**

#### **Agenda Item 1: Registration**

Present: Steve Bates (Chair), Hilary Godsman, Gordon Lovell, Toni Rampello, Clive Robinson, Mark Pitman, Nigel Vaughan, Michael Whitehand, Maureen Gladwin, John Neale, Jan Lloyd, Pam Nicholson, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Angela Lovell (PPG Secretary).

#### **Agenda Item 2: Apologies**

David Lloyd, Fay Read, Christine Cartwright, Judith Westell, Sheila Dale, John West, Gillian Holloway and Vera Roper.

#### **Agenda Item 3: A few moments of quiet reflection following the passing of Dorothy Lloyd on 14<sup>th</sup> June. A celebration of her life will be held tomorrow at Milton Keynes Crematorium.**

Following a period of quiet reflection, Steve went over the funeral arrangements for Dorothy. A number of us will be attending the Celebration of Dorothy's life on 12<sup>th</sup> July. It was agreed that we should make a donation of £50 to the British Heart Foundation in memory of Dorothy. This will be forwarded to H W Masons, Funeral Directors in Bletchley.

#### **Agenda Item 4: Adoption of minutes**

The minutes of the June 2016 PPG meeting were circulated prior to the meeting. It was agreed that they are an accurate record of the meeting and will now be included on the Surgery's web page.

#### **Agenda Item 5: Matters arising**

- (a) Red House Rovers: Steve mentioned that:-
- ❖ He is keen to try to get Red House Rovers walks going again if possible and has contacted other groups for help. From feedback it seems that there are problems elsewhere with the availability of walk leaders.
  - ❖ One walk leader mentioned that it is better to have weekly walks but these would require us to have additional leaders.

- ❖ Steve understands that walk leaders need to have walk leadership training and the next training session is in September and lasts approximately 3 hours.
- ❖ Angela gave Steve the name and contact details of a lady she met during the PPG Awareness week who said she might be able to offer some help with the walks. Steve will contact her.

(b) Patient Congress Meeting

- ❖ Steve's report from the June meeting was circulated with the Agenda.
- ❖ He informed us that a multidisciplinary team for Diabetes has been established.

(c) Horticulture: Angela mentioned that:-

- ❖ The raised flowerbeds are regularly tidied.
- ❖ All agreed that they look very attractive.
- ❖ Angela asked for help with watering the plants as the soil dries out very quickly during fine weather. Please ask a receptionist for the watering can and where water can be obtained.

(d) News of future speakers: Jan updated us on speakers.

- ❖ She needs speakers for our August, October and November PPG meetings. We will not have a speaker for our December meeting.
- ❖ Jan has a number of suggestions, ie Jan Wood from the Clinical Commissioning Group, a representative from MK Carers, our MPIain Stewart and another few suggestions. If Iain Stewart did agree to speak, it might be that we could hold the meeting elsewhere and invite others from local GP surgeries.
- ❖ Angela informed Jan that Fay Grech-Marguerat, Liaison and Support Nurse from the Hospital's Macmillan Unit, would be happy to come and talk to us again. Angela will send Fay's contact details to Jan. It might be that her colleague, Sam, would join Fay.

**Agenda Item 6: Footnote at the bottom of each message sent from the PPG email address**

Jane asked that a footnote be inserted at the end of each PPG email communication stating that the email is sent by the Patient Participation Group and not the Surgery as they are distinct entities with different responsibilities. Also that any confidential or medical information should be sent direct to the Surgery. It was agreed that this should be done. Jan kindly agreed to draft a paragraph which will be sent to Jane to ensure the Practice are happy with the wording. Mark kindly agreed to set it up so that it appears automatically on each email we send out.

**Agenda Item 7: News from the Surgery**

Local Commissioning Services: Dr Fagan mentioned that he would be attending a CCG meeting on Friday, 15<sup>th</sup> July regarding local commissioning services.

CQC Inspection: Dr Fagan informed us that the results of the CQC inspection had been received and were very good. He said that during the CQC inspection the

inspectors were very impressed with the PPG and he thanked the PPG members for all they do for the surgery. Dr Fagan was disappointed that there are only 4 categories in CQC inspection reports, ie outstanding, good, requires improvement and inadequate. Red House Surgery obtained good in every category. There was only one surgery in Milton Keynes that scored an outstanding in one of the sections and that was a surgery in Olney. They achieved it because they lay on transport to take some patients to the surgery for their appointments. *(Since our PPG meeting, the final CQC report has been received and in fact Red House Surgery has been given outstanding in the caring section for people in vulnerable circumstances’.)* However, this does not affect the overall rating.

Dr Fagan said he was hugely impressed with the contribution the whole of the Red House team made towards the successful outcome of this inspection.

### **Agenda Item 8: ANY OTHER BUSINESS**

#### **Does anyone have feedback from the Bedford and Milton Keynes Health Review Meetings?**

Jan mentioned that it has now ground to a halt regarding transformation and sustainability.

Newsletter: Discussion took place regarding the next newsletter and it was decided that:-

- ❖ We should aim at September to publish the newsletter providing the flu clinic dates are available.
- ❖ Newsletter articles should be sent to Jane. She will pass them on to our Editor, Toni.
- ❖ We should produce one newsletter a year ideally in September.
- ❖ There was discussion as to the cost of printing the newsletter, ie approximately £700 each time. Nigel mentioned that City Print made no profit from printing the newsletter due to the many changes that have previously been made in the content/layout prior to printing. In order to reduce the printing costs, we were asked if anyone present would be able to deal with the layout prior to printing? No one at the meeting felt they would be able to this and this subject will be revisited.
- ❖ We were asked if reducing the number of copies printed would make a big difference in cost. It seems that there wouldn't be a great saving.
- ❖ Emailing newsletters was discussed. Many patients do not have computers so we would need to have printed copies available in the surgery.

Healthwatch Youth Group: Jane mentioned that the Healthwatch Youth Group would be visiting the surgery on Thursday, 21<sup>st</sup> July, when they will have the opportunity to speak to a GP, nurse and Healthcare Assistant. Jane asked if anyone present would be able to attend to inform them about the PPG and its purpose. Toni and Angela agreed to do this. The young students are studying for their AS levels.

Twiddlemuffs: We were shown 2 very nice Twiddlemuffs, one knitted by Toni and the other by Fay. Twiddlemuffs have been found to be very therapeutic for people suffering with Dementia. It was suggested that the pattern be circulated with these

minutes. Once completed, they can be left at the practice along with any knitted squares people have made and Jane will forward them to Marianne Berry.

**Agenda Item 9. Dates of next meetings**

- (a) Core Group meeting - Tuesday, 2<sup>nd</sup> August, 2016
- (b) PPG meeting - Tuesday, 9<sup>th</sup> August, 2016

(30.7.2016ail)