



Patient Participation Group Meeting held on Monday, 10th July 2017

Agenda Item 1: Present and Apologies

Steve welcomed 2 new members to the PPG, Ruth Spink and Penny Liddiard.

Present: Steve Bates (PPG Chairman), Christine Cartwright, Jill Hussein, Ruth Spink, Gordon Lovell, Fay Read, Gillian Holloway, Clive Robinson, Judith Westell, Glyn Westell, John West, Dallas Sherwood, Jan Lloyd, Erica Haines, Penny Liddiard, Mark Pitman, Nigel Vaughan and Dr Adam Staten (GP).

Apologies: Jane Hanlon (Practice Manager), Sheila Dale, Toni Rampello and John Neale.

Agenda Item 2: Speaker – Erica Haines, Red House Respiratory Nurse Specialist

Steve introduced our speaker, Erica Haines, Red House Surgery's Respiratory Nurse Specialist. In reply Erica thanked the PPG for the invitation to speak.

Erica introduced herself explaining her qualifications and wide experience in this subject. She went on to inform us of the varying conditions including COPD which can affect the respiratory system and pointed out that the majority of symptoms can occasionally be attributed to asthma at times. There are also many occupations which may give rise to work related symptoms and these have to be taken into account as well. Some symptoms of COPD symptoms may include shortness of breath, especially during physical activities, wheezing, chest tightness, early morning cough which may include needing to clear your throat in the morning due to excess mucus in your lungs or a chronic cough that may produce mucus that may be clear, white, yellow or greenish.

Erica sees both adults and children and is able to signpost them to other agencies where appropriate.

Erica was thanked by the Chairman for a very interesting and informative talk.

Agenda Item 3: Minutes of June 2017 PPG Minutes

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

Agenda Item 4: Matters arising if not on the agenda

- (a) Patient Congress: Steve reported that the last meeting was cancelled.
- (b) Horticulture. Angela asked for help with watering the raised flowerbeds and the plants in front of the 2 bushes during hot weather. If you are able to assist please see the receptionist who will let you have the watering can and let you know where to get the water. Thanks to Clive for all his help with watering the plants. Also Angela and Gordon.

Agenda Item 5: PPG Awareness Week report

Steve reported that:-

- ❖ Eight members of the PPG assisted with promoting the week and although it was quite quiet we attracted 20 new members.
- ❖ The PPG members who assisted during the week received a letter of thanks from the Partners.
- ❖ There were five positive responses for the First Aid suggestion. Jane wondered if by limiting it to young parents we were restricting some potential participants.
- ❖ Angela mentioned a patient who came over to her saying that she had nothing but praise for all aspects of the service provided by Red House Surgery. This message has been passed on to Jane Hanlon, Practice Manager to share with the Partners and surgery staff.
- ❖ Another patient mentioned that they find it difficult to see the entrance to the car park.

Agenda Item 6: A number of potential members stated that the time of our meetings made it difficult/impossible for them to attend. Should we consider changing the time of our meetings at all/once a quarter/every other month? A discussion.

There was considerable discussion about this.

- ❖ It was suggested that our PPG meetings start later, eg 6.30 pm or later. Whilst later meetings would probably mean more patients attending it was not thought possible due to the need for the meetings to finish no later than 8 pm.
- ❖ It was suggested that using social media to advertise our PPG meetings might be advantageous in drawing in more participants.

No decision was made and it was left as 'food for thought'.

Agenda Item 7: Cancer Carer Support – Update from Bob

Bob reported that:-

- ❖ Bob, Vanda, Jane, Dr Marchand, Dr Adam Staten and Gillian had a meeting with 2 members of staff from Whaddon Medical Centre plus the agencies who have helped Whaddon set up the Cancer and Beyond Group and they will meet again on the 14th of July.

- ❖ Due to the large number of patients with a cancer code there is some concern as to how many may attend a meeting and if they could all be accommodated at a meeting.

Agenda Item 8: Newsletter – items for inclusion

The newsletter was discussed:-

- ❖ It was decided to aim at publishing our newsletter in September so that we can include the dates of our flu clinics.
- ❖ A request was made for contributions for the newsletter which should be sent to Jane.
- ❖ It is hoped that Toni will be our editor again but this needs to be confirmed.
- ❖ We all shared Nigel's disappointment that City Print is being discontinued. Nigel and the company have always been so helpful with both advice regarding the newsletter and the printing of the newsletter. It will mean that printing our newsletter will be more expensive.

Agenda Item 9: Surgery news and ideas

- (a) One of the surgery staff has been trained to identify skin anomalies using an Opticlar instrument. Dr Salmon has been trained to use this equipment and is keen to get started. The PPG members attending the meeting agreed that the PPG should support the purchase of this equipment. The price needs to be confirmed to enable the Treasurer to agree this purchase once she has taken over the finance from Maureen.
- (b) It was reported that there is a lot of wool available should anyone wish to make twiddle muffs etc.
- (c) Help was requested to sort out the book cupboard which is seriously overstocked. Steve and Clive agreed to do this on 13th July when the surgery is closed.
- (d) It was reported that the CCG has decided that GPs will no longer issue prescriptions for gluten-free products. The surgery will write to patients affected giving notice of this change. The CCG has also decided that medicines available over the counter without prescription will no longer be prescribed.
- (e) We were informed that a possible health-related project for the PPG to be involved with could be a weight-loss group. This could involve speakers on a variety of subjects like dietary and exercise advice. An example of exercise is our Red House Rovers walking group.
- (f) The surgery is keen to promote a larger uptake of the flu inoculation for children and expectant mothers. Dr Adam Staten informed us that there is an alternative method of administering the flu vaccine to children alleviating the inoculation method.
- (g) A mental health service has started every Tuesday and Thursday pm and is staffed by a psychiatric nurse supported by a psychiatrist.

Agenda Item 10: Any Other Business

- (a) Healthwatch Annual Meeting: We were informed that the Healthwatch Annual Meeting is at 1 pm on 26th July. The venue is The Conference Centre, Strudwick Drive, Oldbrook, Milton Keynes, MK6 2TG. If you wish to go, email tracy.fenton@healthwatchmiltonkeynes.co.uk.
- (b) Magazines for the surgery: Following previous discussions regarding a supply of new magazines for the surgery, Angela was in correspondence with Matthew Bushnell of DLT Magazines. It was suggested by Jane that we contact this company. His cheapest quote was £9.50 for a supply of bi-monthly new magazines. This was discussed and after consideration it was agreed that we thank him for the quote and let him know that following discussion at our PPG meeting it was decided not to go ahead purchasing these magazines. A decision was made for PPG members to bring in suitable up-to-date magazines, in good condition, for the waiting room. A check will need to be made regularly to ensure the magazine racks are tidy and dispose of any out-of-date magazines and those not in good condition.
- (c) Willen Hospice: Christine informed us that Willen Hospice has sent us a letter and Certificate of Thanks for a donation of £90.30 sent to them.
- (d) Defibrillation machine: Clive drew our attention to an app which shows where defibrillation machines are located in Milton Keynes.
- (e) Speaker for the September 2017 meeting: Dr Adam Staten will be our speaker for this meeting.

Agenda Item 11: Dates of next meetings

- (a) Core Group meeting - Wednesday, 2nd August 2017 at 12 noon.
- (b) PPG meeting - Tuesday, 8th August, 2017 at 6.15 pm.