



Patient Participation Group Meeting held on Wednesday, 14th June, 2017

Agenda Item 1: Present and Apologies

Present: Steve Bates (Chair), Gordon Lovell, Christine Cartwright, Graham Perry, Michael Whitehand, Sheila Dale, John West, Judith Westell, Fay Read, Toni Rampello, Gillian Holloway, John Neale, Vanda Gould, Bob Gould, Jan Lloyd, Mark Pitman, Bruce Battams, Dr Adam Staten (GP), Clive Robinson and Angela Lovell (PPG Secretary).

Apologies: Jane Hanlon (Practice Manager), Jill Hussein, Nigel Vaughan and Maureen Gladwin. We were informed that Mark Wilson is resigning from the PPG for family reasons.

Agenda Item 2: Speaker

There were no plans to have a speaker at this meeting. It was suggested that we ask Dr Adam Staten if he would be the speaker at our September meeting. We were very pleased when he agreed to this. Janet Corbett, lead pharmacist on MKCCG, is keen to come and speak at one of our PPG meetings .

Agenda Item 3: Minutes of the May PPG meeting

The May PPG minutes were circulated prior to the meeting and were approved. They will now be included on the PPG's section of the Surgery's web page.

Agenda Item 4: Matters Arising if not on the agenda

- (a) Patient Congress meeting. Notes from the May Patient Congress meeting were circulated as an Appendix to the Agenda. Steve asked if anyone had any questions relating to them but there were none.
- (b) Response from Healthwatch Youth Team – awaiting update. Steve reported that to date there has been no response from the Healthwatch Youth Team.
- (c) PPG Balance Sheet from AGM: Steve reported that Maureen has unfortunately resigned as Treasurer of the PPG due to health reasons. There was unanimous support to appoint Christine as Treasurer and she has agreed. The accounts will be finalized and presented in due course.

Agenda Item 5: PPG Awareness Week – an update

Due to Steve being on holiday during the annual national PPG Awareness Week, it was agreed to have ours a week later, ie 26th – 30th June, when he will be here. As last year, we will promote the purpose of the PPG and hopefully recruit new members to both the PPG meeting and on-line groups. Nigel has donated a box of A5 ‘Guides to using the surgery’s on-line system’ which can be used for ordering prescriptions and booking appointments. These will be available for patients during the week if they aren’t at present using the on-line system and want to know how to do it. Steve asked for volunteers to help man the PPG table during the week.

Agenda Item 6: Cancer patient/Cancer Carer Support – Update

Bob reported that he has struggled with co-ordinating Red House Surgery’s involvement with Whaddon Surgery’s Cancer Patient/Cancer Carer Support group. He then suggested maybe if he attended another of their meetings he could discover how they formulate and manage their group. Maybe then Red House Surgery can develop their own group with the help of Dr Lucy Marchand, Gillian, Bob and Vanda. Bob will liaise with Jane.

Agenda Item 7: Update from the Surgery

Dr Adam Staten reported that:-

- ❖ New staff: Kelly, Paula and Helen have joined the reception team.
- ❖ Tasha is now moving to become a healthcare assistant at Red House Surgery.
- ❖ Becky and Sarah are two new nurses. Frida is still undertaking some diabetic sessions at the practice.
- ❖ Following Frida leaving her role here Becky and Sarah are both undertaking the Warwick Diabetic Certificate. However, this training takes around 9 months.
- ❖ New premises – no further progress at present but discussions are on-going.
- ❖ The CCG are looking are currently looking at new ways of working and GPs are involved in proposals to use E-consultations. More info to follow after the focus group has met in July.

Agenda Item 8: Any Other Business

- (a) Community Learning MK: Sheila informed us of a Hearing Loss Awareness Event which is scheduled for Friday, 21st July from 9 am until 1 pm to be held at the Rivers Centre, Humber Way, West Bletchley, MK3 7PH. Participants will be able to attend taster lessons in lip-reading and British sign language, also how to access information about services available to those with hearing loss. More information is available from Philip Allsop at Philip Allsop@milton-keynes.gov.uk, or telephone 01908 556705.
- (b) Computer crash: Graham asked if there was any more information on the computer crash. We were told that everything is back to normal.

- (c) Graham asked if we need a more proactive action regarding test results, ie could they be text through to the individual concerned. Dr Adam Staten mentioned that a trial was looked at some 2 months ago and is still being investigated.
- (d) Advice on medication: John (N) had a query regarding medication and was advised that in such cases the patient should speak to the duty doctor. Relating to medication, Graham mentioned that it is also possible to make an appointment with the pharmacist next door to review medication, eg best time of the day to take various medication. He described his past experience with Bervi, the pharmacist there, (but who has now left), whose advice on his medication, was excellent. Yasmin is the pharmacist at the chemist now.
- (e) Dr A Staten was asked about the new appointment system. He said the old system was unsustainable and the new appointment system is not set in stone and is for a trial period only. The duty doctor triages on the phone. Asked if it is manned by a locum he replied it wasn't and was always a regular doctor.

Agenda Item 8: Dates of next meetings

- (a) Core Group meeting - Wednesday, 5th July 2017 (time to be confirmed)
- (b) PPG meeting - Monday, 10th July, 2017 at 6.15 pm.