



MINUTES - Patient Participation Group Meeting held on Tuesday, 9th May, 2017

Agenda Item 1: Present and Apologies

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

Apologies: Maureen Gladwin and Penny Liddiard.

Agenda Item 2: Our speaker – Valerie Williamson from the Centre for Integrated Living

As an introduction, Valerie asked how many of those present had heard of Milton Keynes Centre for Integrated Living but only 3 of us had. Valerie then gave us a very interesting talk about the information and advice they offer on:-

- ❖ Benefits
- ❖ Blue badges
- ❖ Holiday and Leisure
- ❖ Mobility and Transport
- ❖ Support groups and much more.
- ❖ Radar keys for the National Toilet Scheme
- ❖ They have a weighing machine which is accessible for wheelchair users and suitable for anyone to use.
- ❖ There is a display of disability living aids, for viewing.
- ❖ By appointment, they offer help with filling in forms for Attendance Allowance, Disability Living Allowance and Personal Independence Payment.

She said they have meeting rooms for hire which are accessible, are in a city centre location and the rates are reasonable.

The Centre for Integrated Living is located at 330 Saxon Gate West, Central Milton Keynes, MK9 2ES which is at the side of Christ the Cornerstone Church. The telephone number is 01908 231344. email info@mkcil.org.uk, web www.mkcil.org.uk.

Steve thanked Valerie for her excellent, informative presentation which was much appreciated by all present.

Agenda Item 3: Minutes of April PPG Meeting

The minutes were circulated prior to the meeting. There were a couple of amendments which will be corrected and the final version will appear on the PPG section of the Surgery's web page.

Agenda Item 4: Matters Arising if not on the Agenda

- (a) Patient Congress – The notes from this meeting were circulated with the Agenda and are also included at the end of these minutes. Please see Appendix.
- (b) Response from Healthwatch Youth Team – awaiting update.
- (c) Cycle rack for surgery - Clive was the prime mover for this. Steve has received it and will liaise with John (N) who will secure it in place. Thanks were extended to Clive and John.
- (d) Welcome Pack – This is now complete and being sent out to new members. Steve asked for some copies for the surgery.

Agenda Item 5: PPG Awareness Week – an update

This will take place during the week commencing 19th June. Gillian, Clive and Gordon would appreciate ideas on what we can include to promote our PPG during this week. Thoughts please.

Agenda Item 6: Physiotherapy – an update

Steve reported that he had sent a letter to Nicola Smith, CCG. Unfortunately there was no reply. He then delivered his letter by hand to Sherwood House and regrettably there has been no acknowledgement. It was suggested that Steve could use 'Freedom of Information' to insist on a reply. Bruce mentioned that he had also contacted the CCG regarding a problem relating to his wife and was very pleased with the CCG's response and his wife's outcome.

Agenda Item 7: Cancer patient/Cancer carer support. Update – a suggestion

Following attendance at a Cancer Patient/Carer Support Meeting at Whaddon Surgery, Gillian, Vanda and Bob are trying to come up with ideas in the hope that Red House Surgery will have their own such group. Dr Lucy Marchand has been given some possible dates for a meeting and it is hoped that Jane will be able to let us know when a meeting would be possible.

Agenda Item 8: Update from the Surgery

Dr Adam Staten, Dr Huda Muhsin and Jane updated us with information from the surgery:

- ❖ Plans for a new building for the surgery are progressing well. It will be located opposite Dobbies on the A5. The architect has produced 2 drawings which the Partners are happy with. Funding has not yet been agreed and there isn't a date when the Practice can move in. However, progress is being made but there are quite a few hurdles to jump yet but the Partners are extremely hopeful. Completion of the building should be by the summer of 2019. To start with it will be just for Red House Surgery but it is expected to expand. It will include training and meeting rooms and will be built by a company that have built similar buildings nationwide. It will be accessible via the A5 roundabout and buses will cover this route.
- ❖ Becky, a new nurse has now commenced.
- ❖ Sarah, also a nurse, will be starting next week.
- ❖ Erica is doing some oxygen work in Milton Keynes resulting in her time at Red House Surgery being reduced.

Agenda Item 9: Any Other Business

A guide from the RCGP. Jan circulated a leaflet "Questions for Candidates – a guide from the RCGP". This relates to asking local election candidates for Parliament what they and their party will do to support patients and GP's if elected. We were encouraged to look this up on the web and contribute.

Communication from Healthwatch. Michael brought to our attention a communication from Healthwatch. Members are invited to join the Board of Healthwatch. Deadline 17 May. Apply to Healthwatch for application packs.

Agenda Item 10: Dates of next meetings

- (a) Core Group meeting - Wednesday, 7th June, 2017 at 11.00 am
- (b) PPG meeting - Wednesday, 14th June, 2017 at 6.15 pm

APPENDIX

Patient Congress Report

The speaker was Wayland Lousley, Associate Director, Mental Health, MKCCG. It became clear that the Congress members present were in need of a brief explanation into what mental health means. It appears that most of us at some stage in life go through "normal" levels of depression caused by for example, bereavement, work and non-work stress and family breakup. It is when the depression becomes long-lived and doesn't go away that patients should be referred to IAPT, or Improved Access to Psychological Therapy. This may be help given by Relate, Bereavement, Family and other specialist counsellors. More serious cases will be treated at the Campbell Centre in MK, or elsewhere in the UK.

NHS England and MKCCG have been working to improve the treatment of offenders at the Magistrates Court, whereby they are assessed by a psychologist before the magistrates decide on sentence. The sentence then can be given for the offender not to be sent to prison but to be under an obligation to accept help via the local health services. This has been noticeably successful and the Ministry of justice has been observing closely. There is an on-going trial with the Red House, Newport Pagnell and Wolverton surgeries whereby a mental health team will be there to support GPs. Two other surgeries are in line to join the scheme, but it is not intended to include all practices until early lessons are learned. Approximately 9,000 patients are being seen each year and the dominating theme is to work differently to meet the work and cost improvement plan goals. Better identification of dementia, better support for Care Homes, and using the Help the Aging pathway to help GPs to recognise dementia and give them expert help in defining it.

The Walnut Tree rep. reported that he had been experiencing problems downloading information from the NPPG Website. Has anyone had similar problems?



DRAFT MINUTES – PATIENT PARTICIPANT GROUP ANNUAL GENERAL MEETING

Agenda Item 1. Welcome

Acting Chair, Steve Bates welcomed members to the meeting and thanked them for their attendance.

Agenda Item 2. Present

Steve Bates (Chair), Mark Pitman, Gordon Lovell, Judith Westell, Christine Cartwright, Fay Read, John Neale, Toni Rampello, John West, Michael Whitehand, Nigel Vaughan, Gillian Holloway, Clive Robinson, Sheila Dale, Bruce Battams, Bob Gould, Vanda Gould, Jan Lloyd, Jane Hanlon (Practice Manager), Dr Adam Staten (GP), Dr Huda Muhsin (GP), Angela Lovell (PPG Secretary).

Agenda Item 3. Apologies

Maureen Gladwin and Penny Liddiard.

Agenda Item 4. Chair's Report

The Chairman's Report was circulated and discussed.

Agenda Item 5. Treasurer's Report

This was discussed.

Agenda Item 6. Officers stand down

The Chair, Secretary and Treasurer stood down.

Agenda Item 7. Election of Chair, Deputy Chair, Secretary and Treasurer

		<u>Proposed</u>	<u>Seconded</u>
<u>Chair</u>	Steve Bates	Fay	Jan
<u>Deputy Chair</u>	Gordon Lovell	Toni Rampello	Nigel Vaughan
<u>Secretary</u>	Angela Lovell	Judith Westell	John Neale
<u>Treasurer</u>	Maureen Gladwin	Christine Cartwright	Angela Lovell

Steve thanked all officers past and present for their hard work and all members of the group for their support in many ways during 2016/2017.

The meeting closed at 19.45 and was followed by cheese and wine kindly provided by the Partners.