



**Minutes of the Patient Participation Group Meeting
held on Wednesday, 11th December, 2013**

Agenda Item 1. Registration and Badges

Present: David Lloyd (Chair), Clive Robins, Sheila Dale, Linda Boutin, John West, Judith Westell, Michael Whitehand, Sylvia Ellwood, Gordon Lovell, Maureen Gladwin, Betty Moon, Fay Read, Dorothy Lloyd, Victoria Shiner, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Dr Paul Staten (GP), Dr Lucy Marchand (GP), Angela Lovell (PPG Secretary).

Agenda Item 2. Speaker: Katy Gooding

Our speaker, Katy Gooding, a specialist health promotion dietician gave an excellent presentation on healthy eating. This was demonstrated with visual aids, the first being a tube representing the healthy artery of a baby and another representing the artery of someone with bad cholesterol where the artery was almost blocked by fat, a situation which could result in either a stroke or heart attack. The other was a large piece of what resembled fat and weighed approximately 2 ½ kgs. Katy mentioned that this was the amount of fat we can put on during 5 days over Christmas. She gave us practical tips and ideas for a heart healthy Christmas and left a selection of leaflets, eg "Eating well", "Don't let drink sneak up on you", "So you want to lose weight for good" together with other informative leaflets for us to take away and read.

David thanked Katy for an excellent presentation and presented her with a small token of our appreciation.

Agenda Item 3. Apologies

Apologies were received from Christine Cartwright, Steve Bates, John Neale, Mark Pitman, Toni Rampello, Anne Nash, Nigel Vaughan, Jan Lloyd, Graham Perry, Pat Walley, Rosi and Sam Shunmoogum.

Agenda Item 4. Adoption of minutes of the meeting held on Tuesday, 12 November 2013.

Copies of the minutes were circulated prior to the meeting and were accepted as an accurate record of the November PPG meeting. They will now be published on the web site.

Agenda Item 5. Matters arising

(a) Red House Rovers: Update

Judith reported that:-

- the November walk was successful with 3 new members joining the group.
- Future walks are Tuesday 17th December meeting at Dobbies, Wednesday 22nd January meeting at the surgery and 2 further walks on

Thursday 27th February and Tuesday, 25th March, meeting points yet to be decided.

- There is another walk training session at Campbell Park on 23rd January, which will take most of the day. Judith is keen to have more walk leaders to enable her to arrange walks for different abilities. If interested, please contact Judith via Jane Hanlon.

(b) Red House Champions project: Update

Jan was unable to attend the meeting but asked that we report that there has been one contact made with her this month.

(c) Patient Congress and MK Commissioning: Update

Steve attended the Patient Congress meeting on 20th November and provided us with a full report of the meeting. As Steve was unable to attend this PPG meeting, Victoria kindly agreed to précis the report for inclusion in the minutes. **(Included below)**

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Notes of Patient Congress meeting held on 20th November 2013

➤ Adult Hearing Service

There were 2 Public Meetings set up and tabled as 'Consultations' on this service. These were not in fact 'Consultations' at all but information giving sessions regarding changes already decided on. The reason for the need for these changes was inadequately presented resulting in many of those present feeling it was more to do with cost cutting than improving the service. In future the self-referral drop-in centres will be closed. Current users will be unaffected by the change.

Anyone affected adversely by these changes should report this at their PPG meeting and their Congress rep. will take it forward.

➤ Reports from various Programme Boards followed.

Programme Boards are groups set up to assist the MK Clinical Commissioning Group with direction setting and decision making with regard to specific health services for the local community.

Planned Care Board report. *Concern was expressed regarding a change in priorities. Hip and knee replacement operations will no longer be top priority. Urinary Tract Infections have been identified as causing more falls resulting in further injuries so treatment of these has now become a priority.*

Long Term Conditions Board report. *Concern was expressed regarding how a Personal Health Budget (planned to be brought in in 2014 for those with funding for Continuing Care) would impact, for example, on a patient requiring leg ulcer treatment & care.*

Unplanned Care Board report. *A High Impact Team (HIT) has been formed to go into Care Homes and assess training and medicine reviews in an attempt to reduce the number of residents requiring admission to hospital.*

Other Board reports not yet submitted, will be reported on at the next meeting.

➤ PPG feedback

At each Congress meeting two reps will be identified to report on specific issues or concerns raised by their PPG. At this meeting it was the turn of the Stony Stratford rep. and also Broughton Surgery.

➤ The future of Patient Congress

A sub-group of Congress met on 6th Nov to consider their relationship with Healthwatch and other NHS institutions and improve our relationships and positive impact with them. It also intends to ensure that Congress is truly representative of patients through close liaison with the PPG's

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(d) Horticulture: Autumn planting

Angela gave an update. The remaining geraniums have been removed from the raised flowerbeds and the hope is that they will survive the winter and be replanted in the raised flowerbeds next year. The pansies are now coming into flower and this will be followed in the Spring by miniature daffodils and irises.

Agenda Item 6. PPG survey, 2013-2014: Update

David reported that:

- This went live following our November PPG meeting. So far only 20 people have responded which is disappointing but all agreed that this is probably due to the new website and having to obtain a password from Reception. With Survey Monkey this was not necessary.
- David offered to help patients complete the survey should they require assistance.
- If necessary he will extend the closing date.

Agenda Item 7. Report on the 'Big MK Health Debate' event held on Tuesday, 3rd December 2013

Four of our PPG members attended this event and feedback was as follows:-

- This was organised by the Commissioners.
- The Commissioners underestimated the intellect and knowledge of those attending.
- One of the exercises was considered very silly and not relevant.
- Included, and considered good and very worthwhile, were small table discussions when approximately 6 members of the public and a facilitator brainstormed ideas, which could possibly be beneficial to the operation of the CCG.
- The views of our four PPG members were that they were not confident in the consultation.

Agenda Item 8. Provision of a bench in front of the surgery: Update

This was discussed and a brochure left with Jane for the Partners to consider and approve. The bench would be purchased from PPG funds and located away from clinical rooms, probably in front of the slope to the front door. If it is decided to go ahead, we will need to enquire if planning permission is required.

Agenda Item 9. News from the Surgery

Jane has been in communication with the website provider with regard to a possible revamp and she hopes to organise a time to meet with them in the new year to discuss what the possibilities and associated costs would be. Jane may well ask for

volunteers from the PPG to be involved with the discussions and any workshops that are held.

Agenda Item 10. GP Update

Dr Staten reported that:-

- Dr Bunting is on crutches following an accident. Despite this he is doing 3 surgeries a week.
- CCG Board members are up for re-election in April 2014.
- The surgery is considering texting appointment reminders.
- The Partners have signed a contract for a new telephone system which will have extra facilities and become 'cloud based' eventually. Bolt-ons are available.

Agenda Item 11. Any other business

(a) Front Door:-

Clive mentioned that he was concerned that his mother, in her nineties and who walks with a frame, couldn't make it through the front door when it was opened automatically before it began to shut. Jane is to look into this.

Maureen mentioned that when approaching the front door from a particular angle it is not clear that one can open the door automatically. She had seen a lady struggling to get in without realizing she just had to push a button. Maureen asked if it was possible to make this clearer with a sign.

Agenda Item 12. Dates of next meetings

- (a) Core Group Monday, 6th January, 2014 at 12.30 pm
- (b) PPG meeting Monday, 13th January, 2014 at 6.15 pm