



**Minutes of the Patient Participation Group Meeting
held on Monday, 11th January, 2016**

Agenda Item 1. Registration and badges

Present: Steve Bates (Chair), Mark Pitman, Fay Read, Toni Rampello, John Neale, Nigel Vaughan, Maureen Gladwin, Clive Robinson, Gillian Holloway, Vera Roper, John West, Gordon Lovell, Michael Whitehand, Jane Hanlon (Practice Manager), Dr Nigel Bunting (GP) and Angela Lovell (PPG Secretary).

Agenda Item 2. Apologies

Apologies: David Lloyd, Christine Cartwright, Judith Westell, Dorothy Lloyd, Jan Lloyd and Sheila Dale.

Agenda Item 3. Adoption of the Minutes

The December 2015 PPG minutes were circulated prior to the meeting and it was agreed that they are an accurate record of the meeting.

Agenda Item 4. Matters arising

- (a) Red House Rovers: John (N) reported that:-
- ❖ The walk on 7th January was most enjoyable. The weather in the morning hadn't been good but the sun shone during the walk. As always there was a stop for non-alcoholic drinks.
 - ❖ There was further discussion on how we can increase the number of walkers. As mentioned at the previous meeting, walk information slips could be available in reception. In addition medical staff might be willing to bring the walks to the attention of patients who would benefit from the exercise and company. Also that a large notice advertising each individual walk be put on the notice boards. Jane will contact Whaddon Surgery, which has very well attended walks, to ask if two of our members, Judith and John (N), could meet with their organisers for some ideas on how we can increase our walk numbers.
- (b) Patient Congress Meeting: Steve informed us that there was no Patient Congress meeting in December 2015. There was however, a System Resilience Meeting, full details contained in the Addendum.
- (c) Horticulture: We are waiting for the spring when hopefully we will see a good show of spring flowers.
- (d) News of future speakers: In Jan's absence, we were reminded that our February speaker is Marianne Berry, Information Management and

Technology Team Manager, Greater East Midlands Commissioning Support Unit.

(e) Teas/Coffees: to take further the discussion from last month's meeting (agenda item 8, Any Other Business). After further discussion, it was decided that:-

- ❖ We will continue to have refreshments at the beginning of the meetings and not at the end. This decision was made due to many of our members leaving straight after the meeting and also it would delay staff locking the building.
- ❖ It was suggested and agreed that the PPG purchase 2 hot water dispensers, possibly from Argos, for making teas/coffees which would be safer than carrying hot kettles and teapots into the waiting/meeting area.

Agenda Item 5. Laptop computer: update

There was lengthy discussion regarding the purchase of a laptop computer for the PPG and if this would be the best method for the PPG to progress. Dr Bunting reported that there is a laptop which would suit our needs, the cost of which was just under £400. In addition we would also need to pay for MS Office, any other programmes we require and an anti-virus programme. Dr Bunting was thanked for obtaining this information. Other suggestions were drop boxes and the 'cloud' which would be accessible to agreed members of the Core Group from their own computers. Mark offered to look into what would be involved and how it could be adapted for our PPG use. He will report back at our next meeting.

Agenda Item 6. To note if the discussions concerning sound reinforcement systems for our meetings room have led to any conclusions yet: Jane to report.

Jane reported that:-

- ❖ There is no further information at present.
- ❖ Darius Wheeler, from Action on Hearing Loss has been invited to come to the surgery to give some suggestions as to what can be done but has yet he has not attended.

Agenda Item 7. To note: the Bedfordshire and Milton Keynes Healthcare Review update, 10 am – 12 noon on 19th January, 2016.

Michael informed us that the date of this Review meeting is 19th January at Milton Keynes Christian Centre Church. Steve, Maureen and Michael hope to attend.

Agenda Item 8. To consider a proposal that the PPG should subsidise some of our small group activities.

The members present didn't think this necessary but it will be revisited at our next meeting when our Chairman is present.

Agenda Item 9. News from the Surgery

Dr Bunting and Jane reported that:-

Staff:

- ❖ Dr Rahman has commenced and will be working on Wednesdays and Fridays.
- ❖ Dr Ram is leaving next week.
- ❖ The surgery is short by 1½ doctors – recruitment is on-going.

Enabling Fund: Update

- ❖ Jane mentioned that the surgery has met with 4 companies and obtained 3 quotations and are hoping that a decision would be made the following day. This request needs to be in by February.

Agenda Item 10. Any other business

Michael informed us that Sylvia, an ex-PPG member, has now moved and is very happy.

Jane will arrange for the 2016 PPG meeting dates to go on the website.

Agenda Item 11. Dates of next meetings

- (a) Core Group – Tuesday, 2nd February 2016
- (b) PPG meeting – Tuesday, 9th February, 2016

ADDENDUM

December 2015 System Resilience Meeting

A&E performance is back on track for the year at 95% of patients seen within 4 hours despite an increase in the number of attendances of 450 over the same period last year, so a very good situation.

Trolley Waits were 200 in October, up from 75 in September, but the overall trend is improving.

Emergency admissions = 1700 in October.

Delayed discharging of patients still stands at 9.5 on October. NHS England has asked our MK Clinical Commissioning Group (CCG) for a report on what action is being taken to reduce this to the National target of 2.5%. Locally there is concern about this as there is no standardised way of measuring Delayed Transfers of Care (DTOCs) and NHS England does not audit how DTOCs are calculated at hospitals. This has led to suspicions about how ethical DTOC counting is.

South Central Ambulance Service (SCAS) is achieving good attendance performance in the MK area.

Steve Bates