



Minutes of the Patient Participation Group Meeting held on Wednesday, 11th March, 2015

Agenda Item 1. Registration and badges

Prior to the meeting ID badges were handed out to those present.

Present: David Lloyd (Chair), Judith Westell, John Neale, Sam Shunmoogum, Rosi Shunmoogum, Nigel Vaughan, Sheila Dale, Jane Hanlon (Practice Manager), Dr Huda Muhsin (GP), Maureen Gladwin, Christine Cartwright, Gordon Lovell, Steve Bates, Jan Lloyd, Michael Whitehand and Angela Lovell (Secretary).

Agenda Item 2. Apologies

Fay Read, Toni Rampello, Pat Whalley, Mark Pitman, Dorothy Lloyd, Clive Robinson, John West and Anne Nash.

Agenda Item 3. Adoption of the Minutes

The February 2015 minutes were distributed prior to the meeting and were adopted as an accurate record of the meeting and will be published on the Surgery's website.

Agenda Item 4. Matters arising

(a) Red House Rovers

Judith informed us that:-

- ❖ The group had a lovely walk around Caldecotte Lake on Tuesday, 10th March.
- ❖ The next walk is scheduled for Wednesday, 25th March meeting at Dobbies at 2.00 pm.
- ❖ The dates and meeting venues for future walks will be word-processed and put on the PPG notice board.

(b) Patient Congress Meeting: Steve to update us.

- ❖ Steve reported on the meeting held on 16th February. Steve's report is included as an Addendum.
- ❖ We were informed that 2 ladies from Healthwatch Milton Keynes will be attending the next Patient Congress meeting scheduled for 16th March.
- ❖ David thanked Steve for representing our PPG on the Patient Congress.

(c) Horticulture

- ❖ Angela and team were thanked for keeping the flowerbeds looking attractive and also that the shrubs in front of the surgery are looking much better since they were pruned.
- ❖ Once the weather improves geraniums will be planted and John mentioned that he will have some other small plants we can have.

(d) Future speakers

Jan informed us that:-

- ❖ The invited speaker for our PPG meeting on 13th April is Jane Hall who is the professional co-ordinator for 'Women Without Boundaries'.
- ❖ Our June speaker is Joanne Burgess. She is the District Nurse Locality Lead.

Agenda Item 5. News of possible visits

Visit to the Wellcome Collection: Although Fay couldn't attend the meeting, she contacted us to say that she visited the Wellcome Collection again last month and enquired about group visits. These can be booked for a minimum of 8 people for 11.30 to noon, 14.30 to 15.00 or 15.00 to 15.30, ie half hourly slots. Thereafter, the group/individuals are able to view the exhibition(s) in their own time. Enquiries and bookings may be made via their website groups@wellcomecollection.org. There is to be a new exhibition in April so it was decided to await further information before arranging a group visit.

Visit to Bletchley Fire Station: John (N) is kindly arranging this visit for us which will probably be on a Friday evening. Ten people showed an interest in taking part. He will get back to us with a date.

Visit to Willen Hospice: Michael reminded us that as previously mentioned there will be a visit to Willen Hospice but it is 'on hold' at present.

Agenda Item 6. To consider the draft Welcome Pack prepared by Angela and Jane

This was discussed and Jane informed the meeting that Angela had very kindly written an information letter regarding the PPG which is now given to all new patients who register at the Red House. Any patient who expresses an interest in knowing more about the PPG will be sent a welcome letter (written by David) and dates of the forthcoming meetings.

Agenda Item 7. MK and Bedfordshire review

- (a) Healthwatch Milton Keynes meeting at Peartree for all PPG's, 25th February:
Members to report

- ❖ Maureen, Jan, Michael and Steve attended this meeting which was very similar to the MK Health Review meetings but organised by Healthwatch Milton Keynes. Dr Nicola Smith, Chair of the Clinical Commissioning Group, informed those present of the background to the Milton Keynes and Bedford Health Review, where they are now and what happens next.
 - ❖ There was considerable feedback and discussion about the meeting which our members thought was interesting and gave an insight into the objectives of the Review exercise.
- (b) 25th March, 2015 meeting of this PPG and representatives of others with CCG Chairs and Paul Dinkin at 6.30 pm in Sherwood Place, Sherwood Drive. To discuss agenda and arrangements

- ❖ David read his notes to Mr Dinkin, of Monitor, outlining the content of the panel discussion which David will lead on 25th March.
- ❖ Approximately 10 of our PPG members plan to attend.
- ❖ One question asked was has Mr Dinkin taken note of the rise in Milton Keynes residents.
- ❖ Jane will circulate PPG members with details about this meeting.

Agenda Item 8. To report the outcomes of the PPG working party on the DES review and the draft report of the exercise to be posted on the website before 31.3.15 and to be sent to NHS England

David reported that:-

- ❖ There was a meeting with 5 PPG members, Jane Hanlon (Practice Manager), Karen Ross (Assistant PM) and Dr Fagan on 4th February 2015 to discuss the Patient Participation ES to decide what information was needed to cover the 4 Components of the ES. This is a successor to previous DES applications.
- ❖ Component 3. In this section, 3 key priority areas were agreed. (a) Expand and develop the premises and services (Practice to apply for funding from the New Primary Care Infrastructure Fund), (b) Explore increasing the disabled parking spaces and (c) Increase the number of on-line appointments.
- ❖ The submission of David's funding request to NHS England was proposed by Jan and seconded by Steve.
- ❖ David was thanked for his work on this.

Agenda Item 9. News from the Surgery

Dr Muhsin and Jane informed us that:-

- ❖ The Partners are still trying to recruit a GP for 6-8 sessions but to date without success. All Milton Keynes GP surgeries are experiencing problems with GP recruitment which isn't helped by there being a national shortage of GPs.
- ❖ The funding bid for improving/extending the premises has been submitted.
- ❖ A patient had suggested that the area where the raised flowerbeds are could be used for disabled parking. However, Jane mentioned that this had previously been suggested many years ago but the council had turned it down due to upsetting the line of the properties.

Agenda Item 10. Any other business

Jan was very pleased to report that she was able to help a person who responded to her Older Persons Project.

Also that the Health and Adult Social Care Select Committee of the Council has set up a small Review Group – one councillor from each of the political groups, a representative from Healthwatch Milton Keynes and Jan with her older Persons' Champion hat on. Jan is chairing it and they have had 2 meetings so far. They are looking at access to GPs in MK and will report back to the Select Committee.

Rosi mentioned that the Comments Box was empty.

Sylvia sends thanks for her card and best wishes.

David looks forward to seeing our PPG members at the meeting on 25th March.

Agenda Item 11. Dates of next meetings.

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| Core Group | - | Wednesday, 8 th April 2015 at 12.30 pm |
| PPG Meeting | - | Monday, 13 th April, 2015 at 6.15 pm |

Milton Keynes Patient Congress Report - Meeting of 16th February, 2015

The main part of the meeting was a presentation by Donna Derby MK Clinical Commissioning Group (CCG)

Donna has worked in the field of healthcare for over 20 years. She has held posts in Primary Care, District Health Authority, Community Health Services and was a Primary Care Trust CEO. Prior to joining Milton Keynes CCG in May 2013 she worked as a Regional Manager for three years in private healthcare.

She is responsible for delivery of the strategic aims of the organisation to move care from hospital to community settings and deliver integrated services across a range of providers and maintain a sustainable hospital for care that cannot be provided elsewhere. She sits on the following committees:-

Governing Body/Board; Commissioning Delivery Group;

Finance Committee.

Donna is working to increase the range of services provided by surgeries so that in-patient treatments at Milton Keynes Hospital reduce. This does involve some Hospital doctors visiting surgeries to give specialist treatments away from the hospital. Although this is only two at the moment she hopes it will increase. Some surgeries do have doctors with special skills and they are offering that service more broadly across the area.

The Urgent Care Service will benefit from a 12 hour appointment range (8-8) with support from 22 of the 27 town surgeries. It will be supported by System-One, thus with access to patient records to enhance the treatments provided.

The shortage of GPs (**approx. 18 short currently**.) is a very real problem. It is hoped that the local initiative involving Milton Keynes Hospital and Buckingham University providing a joint training environment for doctors will help overcome this. Initially 68 undergraduates have been accepted onto the scheme. In two years time post-graduates will be accepted and later, the scheme will be developed and opened to others such as Physiotherapists and nursing staff, etc.

Donna acknowledges that not enough GPs are currently engaged in the commissioning process. The CCG Constitution is being re-written and this is starting very soon and it may be possible to increase GP representation under the new contract, though it has been difficult so far to attract them to the process.

When the concerns about patient and public engagement were expressed clearly by Congress members present, Donna stated that in the new Constitution there would be a Communication Strategy which she felt would re-establish the need for consultation.

NB: It was agreed that to reinforce the members' concerns about the widespread lack of consultation, Mike Newton would write to Donna formally offering the assistance of Congress with the new constitution in identifying

and creating an effective consultation process, ensuring that it involves Patient Congress and the PPGs we represent.

PPG Concerns

The Parkside Surgery CQC inspection went well with a few minor issues. They liked the relationship between the surgery and the PPG. One concern was that they only gave 24 hours notice when 2 week's notice was expected.

Program Board Reports

Urgent Care – SB queried why since the last meeting the method of presenting data regarding delayed discharge of patients has changed. Previously it was possible to identify that MK Hospital lost £2,285,000 compared with Northampton General losing £6,167,175 for the same period, (Jan to Nov. 2014). Now the data is presented for MK Hospital only showing the percentage of total bed availability occupied due to delayed discharge. In future the data as before will be available but the CCG are working on ways to improve the patient discharge system.

Diabetes Pathway – The plan for a Multidisciplinary Foot-care Team has been delayed by the CCG due to shortage of staff due to lack of funding. There also appears to be a lack of patient involvement in Diabetes Pathway tranche of work.

For the next meeting Hilda Kirkwood (Chair) and Diane Gordon (Support Team Manager) from Healthwatch will be invited to discuss improved liaison between Congress and Healthwatch.

Stephen W Bates