



**Minutes of the Patient Participation Group Meeting
held on Monday, 13th January, 2014**

Agenda Item 1. Registration and badges

As at all our meetings, badges were handed out for us to wear for easy identification.

Present: Maureen Gladwin (Chair), Gordon Lovell, John West, Clive Robinson, Sam Shunmoogum, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP), Michael Whitehand, Christine Cartwright, Fay Read, Judith Westell, Victoria Shiner, John Neale, Allison Carlton, Mark Pitman, Betty Moon and Angela Lovell (PPG Secretary).

Agenda Item 2. Apologies

Apologies were received from David Lloyd, Dorothy Lloyd, Graham Perry, Anne Nash, Linda Boutin, Sylvia Ellwood, Rosi Sunmoogum, Jan Lloyd, Sheila Dale, Marcia Davis, Steve Bates and Nigel Vaughan.

Agenda Item 3. Adoption of minutes of the meeting held on Wednesday, 11th December 2013

One amendment was requested to Agenda Item 5 (a). The January walk is scheduled for Wednesday, 22nd January and not Monday, 22nd January.

The minutes were then accepted as an accurate record of the meeting.

Agenda Item 4. Matters arising

(a) Red House Rovers: Update

Judith reported that:-

- There were 2 new members on the December walk.
- Mince pies were enjoyed at Dobbies following the walk, courtesy of Dobbies.
- The next walk is scheduled for Wednesday, 22nd January, 2014 meeting at the surgery at 2 pm.
- Two walkers have agreed to attend a training session to take on some of the responsibility of the walks which is excellent.

(b) Red House Champions project: Update

Jan was unable to attend the meeting but emailed her update and a question as follows:-

- *The project is awaiting the new directory from AgeUK MK and a phone call from the person who runs the Bletchley Lunch Club. This couldn't be pursued before Christmas because of special arrangements associated with the season.*

- *In the case of homeless people requiring to be registered so that prescriptions can be issued, is it possible for the surgery to register such patients at the surgery address so that this can happen? Do we do this?*

Dr Fagan responded to this question mentioning that homeless people cannot at present be registered with the Practice. They are not ignored and are seen as “immediately necessary patients” which is a similar status to a temporary resident but means they may be in the area less than 24 hours. They are given treatment, advice and medication as appropriate the same as other patients. At present there is no central coordinating service in Milton Keynes which would be a much better situation. It was agreed that this issue should be raised with the Clinical Commissioning Group and Social Care.

(c) Patient Congress and MK Commissioning: Update

Victoria was thanked for précising Steve’s report for inclusion in the December 2013 PPG minutes. She reported that the next Patient Congress meeting is on 22nd January.

Agenda Item 5. PPG survey 2013-2014: Update

David, our Chairman, was unable to attend the meeting but sent an emailed report which Maureen read out, the content of which is as follows:-

Patient Survey 2013 – 2014
Interim report on progress to date

The response to this survey is seriously disappointing. I reported last month that there had then been only twenty responses. This figure has now increased to a mere 60. The number will go up when Dorothy and I get round to completing the questionnaire. Last year at the equivalent stage we had just short of 200 responses. This is despite sending emails inviting responses to the near 300 members of the online group. There appear to be two sorts of difficulty that may have contributed to this meagre response rate.

First the process of obtaining a Surgery username and password then using the given high security password to create a personal and more memorable password and learning how to find the questionnaire hidden in the current cluttered website is enough to defeat all but the most computer literate patient. Secondly there have been several reports of members who have managed to navigate to the survey having problems with the programme timing out before they had completed their response. Apparently this early cut off is built into SystemOne and cannot be changed. These had not been a problem with the Survey Monkey software that we had used previously. Further as the designer of the questionnaire in my experience the SystemOne software is not best suited for use for a serious survey

We will leave the survey open for another few weeks and if it can be managed will ask Anne to send a reminder message to those members who have not responded. We will still be able to prepare a report for the Website based on percentages but this will inevitably have less significance than our earlier survey reports.

David
06/01/2014

Agenda Item 6. To discuss the desirability of changing the months on which we invite external speakers, so that we do not have a speaker at the December meetings

This was discussed and it was agreed that as there is no confirmed speaker yet for the February meeting we should defer the speaker meeting until March and then alternate meetings thus avoiding a December speaker. Judith will go ahead and arrange a speaker for our March meeting. It was agreed that David should be asked what should happen with the May speaker meeting as this will coincide with the Annual General Meeting.

Agenda Item 7. Provision of a bench in front of the Surgery: Update (Jane and Dr Fagan)

Jane and Dr Fagan reported that this has been discussed and the Partners are happy to go ahead. Their only worry is that although the intentions are good and it is for the benefit of patients using the surgery and next door chemist, it could attract undesirables, litter louts and antisocial behaviour which would detract from the surgery and if this happened the GPs said that they would have to reserve the right to remove the bench. However, it is hoped that it will be of benefit to patients who are waiting for the surgery to open or for a taxi etc. No decision was made to go ahead until further discussion by the PPG.

Agenda Item 8. To record our thanks to the surgery for providing our Christmas refreshments and to all helpers involved in preparing and clearing everything up.

Maureen thanked the Partners for providing our Christmas refreshments and their help with putting out the food and clearing away. Also Graham was thanked for making the mulled wine and Victoria for 'minding' it and keeping it warm. Thanks were extended to all other helpers.

Agenda Item 9. News from the Surgery

Jane updated us as follows:-

- Progress has been made with the new telephone system, the contract has been signed and BT is aware of it. Premier Line, the company chosen, is willing to meet with a few PPG members and are prepared to come to our next PPG meeting to have feedback and tweak the system as required. They have undertaken this before with other users and feel it works better than involving too many people initially. The advantages of the new system are (a) it is hoped it will be quieter in reception as staff can wear headsets (b) it could be linked into the clinical system, (in the future for an additional cost the GP's will just need to click a button to dial directly out). There will be other technical advantages when fibre optics are introduced such as it being cloud-based allowing any number of calls to come in and go out at one time rather than having a set number of lines.
- Erica Haines, nurse has returned to the surgery having worked here previously. The surgery are delighted to have Erica return, as she is an excellent nurse, highly qualified Practice Nurse with a specialism in respiratory medicine.
- Regarding being timed out of David's survey, Jane has spoken to the Forum and this will be brought up at the next SystemOne meeting.
- The speed with which the front door automatically shuts is being looked into.

Agenda Item 10. GP Update

Dr Fagan reported that:-

- The new triage system for referrals starts on 20th January. This is to ensure that patients get to the correct clinics straight away. Only a select number of specialties are being transferred over to start with.

- New GP contracts have been announced and patients over 75 will have a named clinician.
- Patients will be able to see a GP outside their local area and this has been trialed. The majority of people to whom this will appeal are those who work away from home.
- Dr Fagan asked for practical ideas as to how the surgery can assist in reducing the number of patients using the Walk-in Centre and A&E. Feedback suggestions could be included on the Agenda for the next PPG meeting.

Agenda Item 11. Any Other Business

(a) Homeless people Victoria suggested taking the subject of homeless people's registration at a GP Practice to the Patient Congress to enable it to be forwarded to the Clinical Commissioning Group. She will raise this point at the next Patient Congress meeting.

(b) Care data The NHS is creating a new system to share information from patient records to improve care and research whilst protecting each person's confidentiality. Mark informed us that a launch of leaflets to homes will occur from Monday next which will explain how this information will be used. Further information is available on the Internet – patientrecords.org.uk

(c) Visit to Willen Hospice Michael asked Judith if any progress has been made inviting a speaker from Willen Hospice. Judith mentioned that she had been in touch with Marilyn David but to date hadn't heard back from her but will follow this up. The hope is that we will then be able to arrange a visit to Willen Hospice to see their facilities.

(d) Welcome teas/coffees at PPG meetings A big thank you was extended to Sylvia and Betty who have kindly offered teas, coffee and biscuits prior to the start of our monthly PPG meetings. They will be stepping down and Maureen and Victoria have kindly offered to take over.

Agenda Item 12. Dates of next meetings

Core Group meeting	-	Tuesday, 4 th February 2014 at 12.30 pm
PPG meeting	-	Tuesday, 11 th February 2014 at 6.15 pm