

Minutes of the Patient Participation Group Meeting held on 9th March 2016

Agenda Item 1: Registration

Steve advised the meeting of the positive news of Dorothy after her operation, after which she will need steady but slow progress to full recovery. David is hoping she may soon be transferred to Milton Keynes University Hospital which will make visiting for him a lot easier.

Present: Steve Bates (Chair), Clive Robinson, Mike Whitehand, John Neal, Nigel Vaughan, John West, Fay Read, Mark Pitman, Judith Westell, Gillian Holloway, Jan Lloyd, Maureen Gladwin, Dr Huda Muhsin (GP), Jane Hanlon (Practice Manager), Dr Fagan G.P.

Agenda Item 2: Apologies

Christine Cartwright, Tony Rampello, Angela Lovell, Gordon Lovell, Sheila Dale David Lloyd, Dorothy Lloyd

Agenda Item 3: Adoption of minutes

The minutes were circulated prior to the meeting and were adopted as an accurate record of our February PPG meeting.

Agenda Item 4: Matters arising

- a) Red House Rovers: Judith reported:-
 - ❖ The walking group had enjoyed a walk on 24th February commencing at the Windmill Pub, Caldicotte. There were 15 walkers. Judith had received the new poster and leaflet from Jane which will improve advertising of the group and has agreed the wording, Judith will return the documents to Jane.
- b) Patient Congress Meeting:-
 - ❖ Gordon Lovell attended the Meeting on 15th February 2016. See Addendum 1 for details.
- c) Horticulture:-
 - ❖ The raised beds are still looking very good. Thanks were extended to all the volunteers involved in looking after the plants.
- d) News of future speakers:-
 - ❖ Jan Lloyd advised that our next speaker will be Jo Yates – Head of Walnuts School, giving a presentation on Autism at our next meeting.

Agenda Item 5: The 'Cloud' progress

Mark and Gillian are working together on this and have been to visit Angela and Gordon. They have added the drop box account and the Gmail account which seems to be OK on their old computer. When using the Gmail account the address comes out as Red House Surgery and if possible needs to be changed to Red House Surgery PPG. The next step will be to load all the email contacts before Gmail can be used, this means obtaining permission from the contacts. It was agreed that the Chairman, Acting Chairman, Secretary, Treasurer, and Gordon Lovell, Mark Pitman and Gillian Holloway need access to the Drop Box and Cloud. Maureen will arrange to meet Gillian at her home to add this to her computer.

Agenda Item 6 – Any further progress on sound reinforcement system

Stephen had contacted Action on Hearing Loss as Jane had not heard anything from them. They were concerned that no one had been in touch and this was now being treated as a complaint. We need advice on what would be appropriate for our needs and the cost. Due to the possibility of changes to the Surgery it may be better to wait to see what happens in the future. However, it was agreed that this could be some way in the future and that it would be good to hear what is available and costs involved in the interim.

Agenda Item 7 – Update on On-line Services document

Following the presentation from our previous speaker Marianne Berry on behalf of East Midlands Commissioning Support Unit our leaflet needs a lot of changes to be made. Nigel has checked with Charlotte who produced the leaflet and she will be happy to make the changes for us. Jane advised that there will be more changes from the Commissioning Support Unit at the end of March so it may be advisable to wait until these have been received before making changes to our leaflet. We could then ask Marianne Berry's team to proof read them for us. Marianne had said that it was her teams responsibility to produce patient information, however, the document produced by the PPG was far superior to anything received from GEM.

Agenda Item 8 – Visit to Recycling Plant, 10.30 am to 12 noon on 2nd April

Gordon has circulated the information to people who had expressed an interest but some members had been contacted who could not attend, but were contacting Gordon direct to advise him of their non- attendance.

Agenda Item 9 – N.A.P.P. Awareness Week 6-11 June 2016

Steve mentioned that he wondered if our PPG would like to do something for this event. Angela and Gordon had got some good ideas when they attended the N.A.P.P. Conference last year. If we go ahead this will need someone to organise this and to come up with some innovative ideas. Jane mentioned that we will need to be aware of the limited space available in the surgery for any activities. Gillian, Fay, Maureen and Mark have offered to meet to discuss this.

Agenda Item 10 – Possible recruitment of new PPG members and virtual members, including young people.

Steve advised that PPG membership should represent their local community. Currently we do not have any young persons represented or ethnic groups. Discussion took place on why this is so difficult to achieve. It was suggested that we

could try approaching local schools by offering to give a talk to their students. Mark wondered if it would be possible to contact the Surgery's virtual email patients with a small survey?

Agenda Item 11 – News from the Surgery

Jane has been contacted by Whaddon Medical centre whose PPG are working with MKCPP and MK Hospital to set up support for people who have suffered from cancer but are now recovering and may require a variety of support. People may have lost their job, feel isolated now that they are no longer receiving support from the hospital may require, financial advice etc. She wondered if our PPG would like to get involved in helping this group "Cancer and Beyond". It was agreed that this sounded a worthwhile group and the PPG are happy to be involved and send a representative to the next meeting.

Jane also mentioned that Milton Keynes Carers Support Group are always looking to make contact with people who are carers, including child carers, very often people who do care for relatives do not recognise themselves as 'Carers'. The MK Carers Group are launching a discount card for Carers on 19th March between 9 am and 5 pm at Intu at the City Centre, which will enable them to obtain up to 50% off food and drink, leisure and transport at certain outlets.

Milton Keynes Council will be holding a campaign to inform the public that "Legal Highs" are no longer "legal".

Jane mentioned that the Surgery continues to collect used stamps and old/foreign coins in aid of Leukaemia Care as previously organised by the late Hazel Staten. It is VERY important that the stamps collected have a wide amount of paper around the stamps as otherwise they become useless and cannot be used by the charity. Jane did explain that there are other charities that are also interested in stamps/coins such as hearing dogs for the deaf, medical detection dogs, RNIB and we can always share the collections between the charities.

The Surgery continues to collect old prescription sunglasses on behalf of the Lions Club. These glasses are sent to other countries to support people less fortunate than ourselves. The collection box remains in reception on the table near to the reception counter.

The Surgery is still not taking new patients as per the decision taken in August 2015. An outline business case is under consideration regarding premises – consideration of sites and premises and availability of finance is at a very early stage.

Agenda Item 12 – Any Other Business

- a) Steve raised awareness of an article he had seen in the Telegraph regarding National Health Hospital Sold NHS Data to Insurance Companies. See link to read article concerned: – <http://www.telegraph.co.uk/news/10656893/hospital-records-of-all-NHS-patients-sold-to-insurers.html>
- b) Jane had emailed the Data Sharing and Privacy Specialist from NHS England to raise Steve's query over the Telegraph article, the reply is attached as an Addendum to the Minutes.
- c) Jane circulated a public consultation document regarding Improving Urgent Care Services in Milton Keynes 5th May 2016. There is a public drop in session event on 13th April 2016. There is no need to register just turn up between the hours of 3 pm – 5 pm at Brooklands Primary School (Countess Way Campus), Countess Way, Broughton, Milton Keynes MK62TG.

- d) Steve has received a message from Rosi Shunmoogum to our PPG members:
“I would like it mentioned that PPG members have been very kind and supportive to me during the last few months”. This has meant a lot to her.
- e) Healthwatch are holding another PPG Network Meeting on 16th March 2016 5.15pm-7.00pm, one of the items to be discussed will “caring for people closer to home; developing the Rapid Response Pathway.”
- f) Bedfordshire and Milton Keynes Healthcare Review Meeting held on 19th January 2016 – Jan Lloyd provided an update on the announcement of a third option proposed by Bedford CCG, this has now been rejected and is back to two options for consultation.

Agenda Item 13 – Dates of next meetings

- a) Core Group Meeting - Tuesday 5th April 2016
- b) PPG Meeting - Monday 11th April 2016

ADDENDUM 1

Patient Congress Meeting Report - Monday, 15th February, 2016

Rowena Fletcher, Liz Habershon and Rebecca Hinch gave a very interesting talk. The subject MK Hospital Research and Development Unit. Its own research at the moment is on cancer, cardiac and diabetes. The department is engaging patients to partake in these and other subjects to improve and obtain the best outcome for all patients. There is contact with GP Practices by a regional liaison officer, i.e. Liz Habershon who covers from Oxford. This department is not financed by the NHS but obtains its finance by donations and charity funding.

During the Congress meeting Mr Alan Hancock informed the Chairman that he has to resign from the Patient Congress due to other pressures of work therefore he will not be able to sit on the CCG Board for Care Pathways and Primary Care. It was put to members to ask their PPG groups to see if anyone would be interested in representing patients on the Primary Care and Care Pathway Board.

Healthwatch MK is aiming to become a charity in the not too distant future.

Gordon Lovell

ADDENDUM 2

NHS ENGLAND RESPONSE TO NEWSPAPER ARTICLE

In essence this really is a question for the Acute Trusts involved, however I have found that these reports tend to over sell the issue. In general Anonymised data from the NHS has to pass the UK Information Commissioner's Office ("ICO") published "Anonymisation: Managing Data Protection Risk Code of Practice" (the "Code"). The purpose of the Code is to provide organizations with a framework for assessing the risks of anonymization. It also sets forth good practice recommendations that may be adopted by organizations to provide a "reasonable degree of confidence" that the publication and sharing of anonymized data will not lead to an "inappropriate disclosure of personal data."

I am no expert on this data flow but I am confident that this would not include PCD (personal Confidential data) and the exercise of data mapping discussed is highly erroneous and wouldn't identify a person medical history or records, the data usually contains the first three digits of a postcode (super output are) and age (not date of birth to my knowledge), so for example MK1 age 60 (which would mean mapping to an individual is highly unlikely).

However if the patient has concerns these should be addressed to the acute trusts transferring this data. In essence though the NHS security standards and limitation of use of patient data is world class, and I think this is probably more sensationalism journalism than fact.