



## **Minutes of the Patient Participation Group Meeting held on Wednesday, 9<sup>th</sup> December, 2015**

### **Agenda Item 1. Registration**

Present: David Lloyd (Chair), Graham Perry, Steve Bates, Gordon Lovell, Sheila Dale, Clive Robinson, Toni Rampello, John Neale, Christine Cartwright, Fay Read, Judith Westell, Maureen Gladwin, Mark Pitman, Vera Roper, Jane Hanlon (Practice Manager), Dr Lucy Marchand (GP), and Angela Lovell (PPG Secretary).

### **Agenda Item 2. Apologies**

Nigel Vaughan, Michael Whitehand, Dorothy Lloyd, Jan Lloyd, Monica Catelinet, Dr Paul Staten (GP), Dr Huda Muhsin (GP), Dr Nigel Fagan (GP) and Dr Nigel Bunting (GP).

### **Agenda Item 3. Adoption of minutes of the PPG meeting held on 10<sup>th</sup> November, 2015**

The minutes were circulated prior to the meeting and were adopted as an accurate record of the meeting and will now be published on the surgery's website.

### **Agenda Item 4. Matters arising**

- a) Red House Rovers: Judith reported that:-
  - ❖ Today 5 walkers had an enjoyable walk and the weather was good.
  - ❖ The next walk is on Thursday, 17<sup>th</sup> December meeting at Dobbies at 2 pm.
  - ❖ More walkers would be welcomed. There was discussion as how to increase the number of walkers. It was suggested that walk information slips be available at reception and also possibly the medical staff could mention the walks to patients when appropriate. Jane kindly agreed to draft and print these slips. Another suggestion was to have a large notice on the PPG notice board advertising our walks.
  
- b) Patient Congress meeting: Steve informed us of the content of this meeting, full details of which are contained as an Appendix .
  
- c) Red House horticulture: Angela reported that:-
  - ❖ The raised flowerbeds are being kept weed free and tidy.
  - ❖ Apart from this we will await a good display of spring flowers.

- d) Future speakers: In Jan's absence, David informed us that the speaker for our February PPG meeting is Marianne Berry, IM&T (Information Management and Technology Team Manager, Greater East Midlands Commissioning Support Unit.

**Agenda Item 5. Laptop computer: to consider further our purchase of a PPG laptop computer and the maintenance of a membership contact details list on the computer**

This was discussed further. It was decided that the requirements are:-

- ❖ Computer, keyboard, mouse, back-up device, programmes, anti-virus programme, PPG email account and possibly a PPG web page.
- ❖ Jane will speak to her IT man.
- ❖ David and Jane will progress this.

**Agenda Item 6. News from the Surgery**

Jane informed us that:-

- ❖ She has checked with the data protection people regarding holding the PPG circulation list on the PPG computer and has been informed that this will be fine as the PPG is much like a club and therefore it is acceptable to hold the email addresses of members on the new computer.
- ❖ Steve, Fay, Judith and Gordon volunteered to go through the donated books to select those suitable for the bookcases.
- ❖ The Practice has been assessed by Healthwatch. They were impressed by the automatic front and rear entrance doors, gave a thumbs up regarding patients with sight problems but mentioned that minimum font size should be 18-22. They were pleased to see that the PPG and Carers have notice boards. Hearing problems were discussed and Jane is expecting someone to visit and assess the surgery which will include the reception area.
- ❖ Enabling Fund. The surgery has been awarded funds to go to specialist companies to see what land is available locally to build new premises. This needs to be investigated before 31<sup>st</sup> March, 2016.
- ❖ New staff: Dr Amina Rahman – salaried GP working 2 days per week and Dr Samarin Salman – locum.

**Agenda Item 7. Dates of next year's PPG meetings**

It was reported that these were circulated with today's PPG meeting Agenda. More copies are available.

**Agenda Item 8. Any other business**

Season's Greetings: Jan and Nigel (N), who were unable to attend this meeting, send Season's Greetings to all present.

Possible visit: Gordon mentioned that he accompanied a wheelchair user on an organised visit to Milton Keynes Recycling premises and asked if any of our members would be interested in a visit there. There was a show of hands of members who would like to be included and Gordon will obtain further information and report back. There needs to be at least 9 people to arrange a group visit.

Teas/Coffees: There was discussion as to whether tea and coffee should be available before the meeting or at the end. If it is at the end more PPG members would have the opportunity to socialise rather than at the beginning when members arrive at different times. A decision has yet to be made. Maureen asked if she could have some help with organising the teas/coffees.

**Agenda Item 9. Dates of next meetings**

- a) Core Group meeting – Tuesday, 5<sup>th</sup> January 2016
- b) PPG meeting – Monday 11<sup>th</sup> January, 2016

(30.12.2015 ail)

## APPENDIX

The Healthwatch Event in Middleton Hall was quite poorly attended and stands at the event were closing by 4pm when they were expected to stay there until 6pm, due to lack of interest.

The Mental Health and Learning Disability Program has a major 4-5 year Transformation Plan which requires CCG funding, but this is subject to NHS England prioritization. The plan is supposed to start in 2016 but there is no decision on funding yet.

They are looking for £445,000.

I reported from our PPG that our GPs have attended a seminar on Female Genital Mutilation, that MK features within the top 10 places in the country for this serious issue. I also reported the NICE promotion regarding the high level of HIV patients in this area and their suggestion that certain relevant categories of new patients should be invited to take an appropriate test.

From the System Resilience Board -

1. A&E Performance was 92% in October but has improved in November. (Target is 95%)
2. Total A&E attendances in October was 7,000, an increase of 400 over the same period of last year.
3. Urgent Care Centre reports 4,350 visits in October compared with 4,750 in September.
4. Trolley Waits are down to 75 compared with 180 in October, last year. (Trolley Waits over 4 hours but less than 12 hours.)
5. Delayed Transfers of Care (Patients who no longer need medical treatment who cannot be discharged due to lack of care at home) stands at 10%. That means 1,346 days when beds have been occupied by people who should have been discharged! The NHS target is 2%. (NHS figures suggest the cost of one bed-day is between £220 and £245.)
6. Cancelled operations in Quarter 1 = 75 (compared with 135 in previous quarter, and 42 in Q. 1 of last year.)

Concern has been raised about a number of High Street pharmacies issuing repeat prescriptions without checking that the medication is required. It is acknowledged that pharmacies can only issue repeat prescriptions if patients have agreed to this but there is serious concern about unnecessary over-prescribing. Boots have been identified as a major culprit. (This is as reported at the Patient Congress meeting and will have to be investigated to ascertain the full facts.)

Steve Bates