



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

Agenda Item 1: Registration

Present: Steve Bates (Chair), Nigel Vaughan, Gordon Lovell, Clive Robinson, John West, Pat West, Jan Lloyd, Steve Bates, Graham Perry, Michael Whitehand, Fay Read, Mark Pitman, Maureen Gladwin, Jane Hanlon (Practice Manager), Dr Nigel Bunting (GP), Dr Huda Musin (GP), Angela Lovell (PPG Secretary).

Agenda Item 2: Apologies

David Lloyd, Dorothy Lloyd, Christine Cartwright, Gillian Holloway, Toni Rampello, Vera Roper, Judith Westell, Sheila Dale, Rosi Shunmoogum and Pamela Nicholson.

Agenda Item 3: Speaker, Head Teacher at The Walnuts School, Milton Keynes

Our speaker, Jo Yates, is Head Teacher at The Walnuts School, which is an all age school for approximately 175 pupils aged 4 to 19 years who have autism. The school is located on 3 sites in Milton Keynes, the main site being at Hazeley Academy. Prior to her presentation, handouts were circulated to those present. Jo's presentation was excellent and was followed by many questions, ably answered, and we were all much more knowledgeable about the education of children with Autism following her talk.

Steve thanked Jo for coming to talk to us and presented her with a token of our appreciation.

Agenda Item 4: Adoption of minutes

The minutes were circulated prior to the meeting and were adopted as an accurate record of our March 2016 PPG meeting.

Agenda Item 5: Matters arising

- (a) Red House Rovers: On behalf of Judith, John (W) reported that:-
- ❖ The walkers had an enjoyable walk on 7th April which was followed by coffee/tea at Dobbies. Unfortunately there were only 5 walkers.
 - ❖ John (W) kindly mentioned that he will email Angela the dates of the next walks which were arranged by Judith.

(b) Patient Congress Meeting: Steve informed us of the content of the March 2016 Patient Congress meeting. Please see Appendix for his written report.

(c) Horticulture: Angela reported that:-

- ❖ The raised flowerbeds will go through an 'untidy state' for a while whilst the daffodil leaves die off. If they are cut they probably won't flower next year.
- ❖ Angela asked those present, and the PPG treasurer, if they are happy for her to purchase geraniums and possibly some other plants for the raised flowerbeds when the weather improves. It was agreed to go ahead with this and Jane mentioned that the surgery will pay for the plants.
- ❖ There were several comments on what a lovely show the spring flowers made.

(d) News of future speakers

- ❖ There are no future speakers arranged at present but we were asked to let Jan know of subjects we would like covered. A speaker on mental health was one suggestion.

Agenda Item 6: Feedback from visit to Milton Keynes Recycling Plant on 2nd April. Possible further visit on Saturday, 4th June.

Gordon reported on our successful and very informative PPG visit to the Milton Keynes Recycling Plant. Everyone on the visit thought it was excellent, one comment being it was fantastic. He was thanked for arranging this.

Gordon has reserved 6 places for a another visit on 4th June. Toni, John (N), Clive, Mark and Gillian have asked to be included on this visit.

Agenda Item 7: N.A.P.P. Awareness week, 6-11 June, 2016. Update

Steve has agreed to arrange a meeting with Gillian, Fay, Maureen and Mark who have agreed to be involved in the organisation of this. Although the PPG have a PPG horizontal banner, it is quite difficult to put in place. Gordon suggested that a vertical banner, which could be pulled up when required, might be worth investing in. Nigel could arrange this and the cost would be approximate £70 - £80. It was agreed that this would be worth investing in.

Agenda Item 8: Possible recruitment of new PPG members and virtual members Update

Steve will draft a letter to patients and present it at the May Core Group meeting for consideration. Jane mentioned that Healthwatch have a youth group and that Red House has been asked if they would be willing to meet with this group to explain about General Practice. The practice has agreed and is just waiting to hear a suitable date and time for the group to attend the practice. She suggested that it would be good to have a couple of members from the PPG attend the meeting to explain about the

work of a PPG and hopefully gain some insight into how we can promote the PPG to younger people. Graham also stressed the importance of including young people, those from the ethnic minorities and people in nursing homes.

Agenda Item 9. Bedfordshire and Milton Keynes Healthcare Review meeting

Two meetings were brought to the attention of our PPG members. First was a special Healthwatch PPG Network meeting on 18th April from 5.15 pm – 7 pm at the Peartree Centre. The second was a Bedfordshire and Milton Keynes Healthcare Review meeting to be held at Milton Keynes Christian Centre on 20th April at 2 pm to 5 pm.

Agenda Item 10. Annual General Meeting, 10th May. Chairman's Report etc

We were reminded that the AGM follows our PPG meeting on 10th May. Steve mentioned that he would contact David, PPG Chairman, regarding the meeting and the Chairman's Report. In the meantime, Angela was asked to obtain information from relevant PPG members to include in the Chairman's Report. Jane asked if we would like some refreshments following the meeting and this was welcomed. The Practice will supply these.

Agenda Item 11. News from the Surgery

We were informed that Red House Surgery is one of 3 GP practices to be invited to take part in a pilot scheme connected to the British Lung Foundation (BLF). This scheme is to work with people with Chronic Obstructive Pulmonary Disease (COPD) and to help them 'Keep active and keep well'. Each course lasts 12 weeks and will be run in conjunction with a local provider which is yet to be announced. The practice will look for suitable patients who may benefit from attending the scheme.

In Judith's absence, Fay mentioned that from 12th May Red House Rovers walks will be on alternate Thursdays and fortnightly rather than monthly. It is hoped that walk dates will be inserted into Red House Rovers information pamphlet.

Walk dates are:-

- ❖ *Tuesday, 26th April meeting at the Surgery*
- ❖ *Thursday 12th May meeting at Shenley Wood Car Park, Merlewood Drive off V2 Tattenhoe Street*
- ❖ *Thursday 26th May meeting at Howe Park Wood Centre Car Park off H7 Chaffron Way*
- ❖ *Thursday, 9th June meeting at Long Stay Car Park, Ostlers Lane off Queen Eleanor Street, Stony Stratford*
- ❖ *Thursday, 23rd June meeting at the Surgery.*
- ❖ *ALL WALKS START AT 2 pm*

Agenda Item 12. Knitting (a) Twiddlemuffs (b) Knitted Squares

Twiddlemuffs. Marianne Berry who works with the CCG as the primary care computer manager has asked if anyone would like to support her with her volunteering work – knit for peace. The group currently knit or crochet small squares which are sewn together to make blankets for homeless people. Now the winter is

over the group will be making Twiddlemuffs for patients suffering with dementia. These are either knitted or crochet muffs on which for example buttons, short zips, small buckles, small knitted embellishments etc are securely attached to the outside and inside of the muff. These allow the patients to occupy their hands by feeling different textures and shapes. When the patients are discharged from the hospital they take their Twiddlemuff home with them.

If anyone wishes to knit or crochet squares or muffs then please ask for a pattern (if required) at reception. The knit for peace group are keen to receive wool or things that can be sewn on to the muffs. It was agreed to try and put up a poster in reception to publicise this work more.

Agenda Item 12. Any other business

- (a) In an effort to help with noise and communication issues, particularly for PPG members with hearing problems, the doors to the upstairs waiting area were closed for our meeting. Jane asked if there was an improvement with the sound and it was agreed that it was much better but rather hot.
- (b) It was agreed that a letter will be sent out to our PPG members to inform them that the distribution list is to be updated and will in the future be held by the PPG core group who will distribute minutes and other communications to the PPG. There is also to be a separate email group so that members or the wider practice population can communicate with the PPG directly without having to go through the practice. After the meeting Mark offered to compose a letter which Jane can circulate to the existing members.
- (c) Mention was made of an email address that PPG and patients can use to make contact with the PPG. Discussion over how it would be monitored took place and Gillian offered to check the emails regularly and agreed to disseminate them to the appropriate people or respond accordingly.

Agenda Item 13. Dates of next meetings

- (a) Core Group meeting - Tuesday, 3rd May, 2016
- (b) PPG meeting and AGM - Tuesday, 10 May, 2016

APPENDIX

PATIENT CONGRESS MEETING NOTES, MARCH, 2016

Speaker – Wayland Lousley - What is happening in Mental Health in MK?

National Background – Prime Minister pledges a revolution in Mental Health treatment.

£290 million of new investment over next 5 years to provide mental health care for new mums

£247m to invest in mental health liaison in emergency departments

Over £400m to enable 24/7 treatment in communities as a safe and effective alternative to hospital.

Expanded services to help teenagers with eating disorders as anorexia kills more than any other mental health condition.

What they want to create?

More comprehensive, patient-centred mental health care system.

Consistent quality of service.

Effective, evidence-based treatment promoting good general mental health and well-being in the community.

Challenge stigma + Parity of esteem between mental and physical health.

Services and Pathways that achieve the best outcomes for patients.

What have they done so far?

Street Triage where a mental health practitioner goes with police to incidents involving mental health.

Improving Perinatal mental health.

Establishing mental health facilities in Primary Care (work in progress.)

Wayland asked, "Is mental health discussed by PPGs?"

(The slides are available for anyone who wants to see them.)

Other business -Kingfisher Surgery PPG still has not met.

When I asked what other surgeries were doing about PPG Awareness Week I was met with blank faces all round, so it seems that Red House Surgery is on it's own!

SYSTEM RESILIENCE MEETING NOTES, MARCH, 2016.

1. A&E performance dipped to 89 in February. Annual target is 95%.
2. A&E total attendances = 7000 in February compared with 5.700 in Feb.2015.
3. Urgent Care attendances = 4,900 in January compared with 4700 in Jan. 2015.
4. Emergency admissions in January = 1,820 compared with 1,550 in Jan. 2015.
5. Trolley Waits over 4 hours = 150 in January, compared with 530 in Jan. 2015.

6. Delayed Discharges down to 8.2% (Target is 2.5%, but MK is improving.)
7. In January there was concern about 111 calls due to publicity about poor performance and poor advice. Call numbers reduced but this has improved locally since. Nationally there are thoughts that the service needs to be re-branded!
8. Cancer Treatment – target is 85% of patients will be treated within 62 days. Locally is 72.5%

I shall be asking for information about the impact of the Junior Doctor's days of action/strikes at the next meeting.

Steve Bates