



**Minutes of the Patient Participation Group Meeting
held on Tuesday, 11th February, 2014**

Agenda Item 1. Registration and Badges

Present: Victoria Shiner (Acting-Chair), Clive Robinson, Gordon Lovell, John Neale, Christine Cartwright, Dr Nigel Fagan (GP), Jan Lloyd, Nigel Vaughan, Toni Rampello, Michael Whitehand, Maureen Gladwin, Graham Perry, John West, Judith Westell, Betty Moon, Angela Lovell (PPG Secretary).
No badges were available on this occasion.

Agenda Item 2. Apologies

Apologies were received from David Lloyd (PPG Chairman), Dorothy Lloyd, Sylvia Ellwood, Jane Hanlon (Practice Manager), Anne Nash, Mark Pitman, Sheila Dale and Fay Read.

Agenda Item 3. Adoption of the minutes of the meeting held on 13th January, 2014

The minutes of the January 2014 PPG meeting were adopted and will be published on the website.

Agenda Item 4. Matters arising

(a) Red House Rovers Update:

Judith reported that on a sunny, dry day in January a group of 12 enjoyed a walk in the Water Eaton area. This was followed by drinks at Colosseos cafe. The next walk is scheduled for Thursday, 27th February meeting at Dobbies at 2 pm and the March walk is on 25th March at 2 pm, starting point to be notified.

(b) Red House Champions project:

Jan told us about a man whom she had hoped to help but sadly he died on Christmas Eve. He was in his 90s. She had nothing further to report but is hopeful.

(c) Patient Congress and MK Commissioning Update: Victoria reported that:-

- She attended the Patient Congress meeting last week .
- As at our meetings, all routine agenda items were then discussed in turn. They comprise reports from all the various programme boards.
- The Congress website was also discussed with logo now chosen. It is live and will have information regarding meeting dates and minutes.

- There was further discussion on the production of a 'Member's Pack' for people who were voted to represent their PPG at Congress. Work has been allocated and is in progress.
- The Patient Congress is going to have a regular session where concerns from identified PPG's will be discussed and if required will be taken forward to Congress by our rep. She asked that matters of concern be reported to her or Steve and they will take them forward to the Patient Congress.
- The Patient Congress will be working more closely with Healthwatch.

(d) Red House Horticulture:

Angela reported that she was disappointed last week when she noticed someone had removed a plant from each of the raised flowerbeds. Fortunately they had left most of the 2 plants (the same variety) on top of the soil and these have been replanted.

It is hoped to have a good display of colour in the Spring.

(e) Schedule of speakers invited for 2014: Judith reported that:-

- Jane had mentioned that Janet Corbett, Associate Director, Transformation and Delivery for NHS Milton Keynes Clinical Commissioning would be an excellent speaker and she would be happy to contact Janet. Also a representative from Premier Line, the telephone company installing the new telephone system had offered to come to a PPG meeting to get feedback from patient users and answer any questions regarding the new telephone system. It was decided to ask Jane to see if they would be able to be our speakers for the March and April 2014 meetings.
- Two clinical nurse specialists from Willen Hospice have agreed to speak at our June PPG meeting.
- It was agreed that we should try to get speakers for the March, April and June PPG meetings and discuss further how we wish to proceed from there. The uncertainty at present is that we ideally do not want speakers in May (AGM) or at the December meeting.

Agenda Item 5. PPG Survey 2013 – 2014: Update

There was considerable discussion regarding this survey. David had previously informed us of his concern that SystemOne is capturing far fewer patients compared to Survey Monkey previously used. This was discussed and it was reported that some patients are being timed out when trying to complete the present survey and were giving up attempting to complete it. Dr Fagan said that there are meetings with SystemOne and this will be brought to their attention.

Graham expressed his concern that there are a considerable number of patients who are being missed out with the survey as they do not use computers or are in Care Homes and this needs to be addressed. He suggested going into Care Homes speaking to care workers and relatives to get patient feedback for the survey.

Agenda Items 6. Provision of a bench in front of the Surgery.

This was discussed further and a number of suggestions were made in view of the high cost of the bench we had considered purchasing. (*This bench has a rigid steel framework, is vandal-resistant, tamper-resistant construction, low maintenance, weather-resistant and supplied fully assembled.*) There was concern that if it was abused, it would need to be removed resulting in considerable wasted PPG money.

John N suggested contacting David Foster at the Park's Trust to see if they have any surplus benches.

Graham suggested we contact Charles Head in Tavistock Street to see how much it would cost to make a bench. He also suggested that we investigate benches made of recycled material.

Dr Fagan doesn't think planning permission will be required as it would be on Surgery ground.

To be further discussed at the next PPG meeting.

Agenda Item 7. Feedback and discussion of suggestions for practical ideas as to how the surgery and/or PPG can assist in reducing the number of patients using the Walk-In Centre and A&E.

It was suggested that information could be included in the next newsletter and also made available at the Flu clinics. It could also be given to new patients on registration.

The Practice is aware of the number of patients using A&E and Dr Fagan mentioned that we are typical of other local surgeries.

Agenda Item 8 and 9. News from the Surgery and GP Update

Dr Fagan answered questions and reported the following:-

- Question to Dr Fagan. With repeat on-line prescriptions, if there is medication which the patient no longer requires how is this taken off the system?
Answer: Discuss this with your doctor. Drugs are reviewed for the year and this can be looked at.
- Question to Dr Fagan. John N was down to have a shingles injection when he was 79 but the vaccine wasn't available then. Now he is 80 can he still have it? (Patients aged 70 and 79 are able to have this at present.) Answer: There should be no problem as he was previously scheduled to have this.
- Setting up the website is ongoing. PPG members will be involved.
- The RMS system has started and been in operation for a week. The surgery end has been simplified.
- The repeat prescribing system is in the process of reviewing medication and ordering online. This is ongoing.
- There is no real change in the surgery on CCG.

- Drugs. The CCG has recently given guidance. Some patients will need drugs blood tests every 2 months or 3 months. The PPG are to be asked what we think of it.

Agenda Item 10. Any Other Business

- (a) Green rubbish bins: Jan reported that the green rubbish bins are at present in both disabled parking spaces hence blocking parking spaces for disabled patients. Jane to be asked if they can be removed and sited elsewhere.
- (b) Water Eaton PPG: One or 2 PPG members from the Water Eaton GP practice were going to be invited to attend one of our PPG meetings, ideally when we have a speaker. David planned to send them an invitation. To be followed up by David.
- (c) Surgery front door: We were informed that an adjustment has been made to the front door so that it stays open longer. Thanks were extended to Jane.
- (d) Future visits. It was requested that a further visit to the hospital be considered following the successful 2 visits to the Pharmacy Department. Also another visit to the safety centre was requested. Future visits to be discussed more fully at the next PPG meeting.
- (e) Care data. There was considerable discussion and concern relating to this. NHS leaflets have been circulated to most households explaining this initiative and more information is available on the Internet, patientrecords.org.uk. The concern is regarding confidentiality. Any patients wishing to opt out can do so by completing a form which is available from Reception.
- (f) Next Newsletter. There was agreement that we should publish our next newsletter in April 2014, which will be 6 months after the previous one, aiming at 2 newsletters this year. Our PPG Treasurer agreed that funds are available for this. Angela will work out a schedule, ie dates required for articles to be sent to Jane, forwarded to our Editor, sent to Nigel's company for printing and aimed date for publication. Angela requested suggestions for articles to be included. Suggestions from those present were – fundraising and particularly the sale of books, priorities for Drop in Centre/A & E (surgery), cycling safety, staff profile, staff update, new phone system and AGM information. To be followed up.

Agenda Item 11. Dates of next meetings

Core Group meeting	-	Wednesday, 5 th March 2014
PPG meeting	-	Wednesday, 12 th March 2014