



## **Minutes of the Patient Participation Group Meeting held on Tuesday, 11<sup>th</sup> November, 2014**

### **Agenda Item 1: Registration and Badges**

Prior to the meeting name badges were handed out to all present.

David welcomed new member Aaron Packwood who is attending his first PPG meeting.

Present: David Lloyd (Chair), Christine Cartwright (Treasurer), Maureen Gladwin, Nigel Vaughan, Aaron Packwood, Gordon Lovell, Anne Nash, Dorothy Lloyd, Toni Rampello, John Neale, Michael Whitehand, John West, Clive Robinson, Sheila Dale, Linda Boutin, Dr Huda Muhsin (GP), Dr Lucy Marchand (GP) and Angela Lovell (PPG Secretary).

### **Agenda Item 2: Guest Speaker: Christine Straughan from Carers UK**

David introduced our speaker, Christine Straughan from Carers MK. She explained that CarersMK is a charity which supports people of all ages who are caring for someone who has an illness or disability and who could not otherwise manage without their help. It provides:-

- ❖ up-to-date information and advice on carers' issues.
- ❖ social events and training courses.
- ❖ emotional support, a 'listening' ear and counselling.
- ❖ support groups to enable you to meet other carers.
- ❖ yoga and relaxation therapies.
- ❖ guidance on health and social care issues.
- ❖ opportunities to give your views and shape the service.
- ❖ advocacy
- ❖ a regular newsletter
- ❖ support for young carers.

For further information:

Telephone 01908 231703

Email [mail@carersmiltonkeynes.org](mailto:mail@carersmiltonkeynes.org).

Website: [www.carersmiltonkeynes.org](http://www.carersmiltonkeynes.org).

David thanked Christine for a very interesting and informative talk and presented her with a token of our appreciation.

### **Agenda Item 3: Apologies**

Apologies were received from Jane Hanlon (Practice Manager), Fay Read, Rosi and Sam Shunmoogum, Judith Westell, Steve Bates, Mark Pitman and

Jan Lloyd.

**Agenda Item 4: Adoption of minutes of the meeting held on Tuesday, 13<sup>th</sup> October, 2014**

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

**Agenda Item 5: Matters Arising**

(a) Red House Rovers:

- ❖ John (N) reported that the walk on Thursday, 6<sup>th</sup> November in the Bradville Abbey area was very enjoyable.
- ❖ The number of walkers is down to 8 or 9 and it is hoped that more people will join the walks.
- ❖ The next walk is on Wednesday, 26<sup>th</sup> November in North Willen Park meeting at the Ship Ashore Pub in Willen Local Centre at 2 pm.

(b) Congress meeting: report and to recruit more deputies:

- ❖ See Addendum for Steve's report on the last Patient Congress meeting.
- ❖ Steve has asked that if members wish to be briefed on papers like Diabetes Care mentioned under 4 of his report, to let him know and he will send them a briefing.
- ❖ Recruiting more deputies was not discussed.

(c) Red House Horticulture:

- ❖ Angela reported that miniature narcissi will be planted both in the raised flowerbeds and in front of the 3 bushes at the front of the surgery. Pansies have already been planted. We look forward to a good display of colour in the Spring.

(d) Future Speakers:

- ❖ It was suggested that we have a speaker from MK Cardiac Group regarding rehabilitation. Jill Robinson is the manager.
- ❖ Jan was unable to come to the meeting but we will ask her to update us regarding speakers at the December PPG meeting.

(e) Visits:

i. Report of the visit to the Safety Centre

- ❖ It was reported that the visit to the Safety Centre on 16<sup>th</sup> October was enjoyed by all and John (N) was thanked for organising it.
- ❖ We were informed that 20,000 school children each year visit the Safety Centre where they spend approximately 2 hours learning about safety hazards.
- ❖ John (N) mentioned that the Centre needs more volunteer guides. He said that the training is simple and volunteering there is very rewarding. *(For more information please speak to John.)*
- ❖ A small donation was given to the Safety Centre which is a charity.

ii. Other possible visits: plans

- ❖ Maureen has been in contact with Jill Beach in the Path Lab regarding another visit. She was informed that they plan to have

an open visit and will contact Maureen with information once more details are available.

- ❖ Michael has been in contact with Marilyn Davies at Willen Hospice regarding a visit to the Hospice. She will get back to him regarding this. This follows an excellent presentation at one of our PPG meetings by 2 members of staff from Willen Hospice.
- ❖ John (N) suggested a visit to a fire station. He will make enquiries.
- ❖ The Wellcome Trust visit. No further information at present.

#### **Agenda Item 6. The MK and Bedfordshire Review:**

- (a) Freedom of information request letter: To consider the response from Monitor.  
In response to David's letter to Monitor he was invited to London to meet with Mr Paul Dinkin of Monitor to discuss his letter relating to the justification, purpose and cost of the Health Review at present in progress. He was accompanied by Steve and Jan.
- (b) To report a meeting with Mr Paul Dinkin of Monitor on Friday, 31<sup>st</sup> October and a request for a meeting sent to Dr Nicola Smith  
Mr Dinkin suggested that he was willing to attend a meeting of David's choice of attendees in Milton Keynes. David has written to Dr Nicola Smith, Chair of the Clinical Commissioning Group, suggesting a meeting which he will chair. He is awaiting a response.

#### **Agenda Items 7 and 8. News from the Surgery and GP Update:**

Dr Muhsin reported that:-

- ❖ Vanessa Tombs leaves this week.
- ❖ Catherine Fletcher commences work at the surgery on 24<sup>th</sup> November.
- ❖ It is now possible to have prescriptions sent direct to the pharmacy of one's choice where the patient can collect the made up prescription/s Allow 2 days for collection.
- ❖ It is hoped to have limited access to patient records on-line in mid December.
- ❖ The Practice is still working on the new web site.
- ❖ The comments in response to the Friends and Family pilot are good and the Practice will respond to patient feedback.

#### **Agenda Item 9: Any Other Business**

- (a) Expenses: The Treasurer reported that some expenses resulting from attending the meeting at Monitor have been paid and a donation sent to the Safety Centre as a thank you for allowing several members of our PPG to visit.
- (b) Food Bank MK: In response to a request from the Food Bank we agreed that at our December PPG meeting those of us who can bring some food items in which will be delivered to the Food Bank. The Food Bank suggest the most urgent items are long life juice, *tinned spaghetti, rice pudding, meat, tomatoes, baked beans, fruit, tuna and soup (all tinned)*, long life milk, breakfast cereal, dried pasta, dried rice, pasta sauce, tea bags, and sugar. After discussion it was agreed that some Christmas food could also be included.

- (c) PPG Christmas celebration: All present agreed that we should have a Christmas celebration at our December PPG meeting. It was suggested that we have a cheese board, biscuits, mince pies, fruit, wine and soft drinks.

**Agenda Item 10. Dates of next meetings:**

- |     |                    |   |
|-----|--------------------|---|
| (a) | Core Group Meeting | Wednesday, 3 <sup>rd</sup> December at 12.30 pm |
| (b) | PPG Meeting        | Wednesday, 10 <sup>th</sup> December at 6.15 pm |

(6.12.14 ail)

Continued/...

## **ADDENDUM**

### **Patient Congress Update for Red House Surgery PPG on 11th November, 2014. Steve Bates**

#### **1. A talk was given by Stephen Nall on the Referral Management System**

Outlining the progress of the RMS to date he explained that this is a pilot system which has been running for 12 months. All 27 GP practices in Milton Keynes use it, although some practices are selective in their use. It is operated by 'The Practice PLC' from Chalfont St. Peter. The system covers most specialities, but not Mental Health or 'maximum two week wait' cases. Of the 33 specialities, 12 are triaged to check the most suitable route for treatment. The system should take two to three days, one for screening/checking details, one for triage if necessary and one to book. Patients then have access to the Choose and Book system, so they can book an appointment out of the area if they wish. Templates have been issued to help GPs and the RMS is telling GPs if their referrals are lacking information.

The system trial is now being evaluated, but 'The Practice' is meeting their contractual targets and the system is proving successful.

The current contract runs out in July 2015, when new tenders will be sought.

A Congress member who chairs several Audiology committees complained that the system had not been explained to their groups.

Stephen asked Congress to comment on the RMS questionnaire which can be found on the internet, searching 'Milton Keynes Referral Management Service'. Any patient can use this to provide feedback.

#### **2. Patient Experience Strategy.**

Mike Newton has contacted Neil Carter to check progress on the Patient Experience Strategy (mentioned last update from the September meeting). He has replied today, suggesting he wants to set up a joint group of 10 – 15 people with Patient Congress and Healthwatch. A number of Congress indicated their interest in being involved, including me.

#### **3. PPG Concerns**

Kingfisher (Newport Pagnell) are really, really struggling to keep going, with great difficulty getting doctors. A Congress member suggested they talk to Olive Carr at Broughton Gate who may have some contacts.

Sovereign (Pennyland) are also struggling to recruit doctors or good locums.

#### **4. Programme Boards.**

Corinne has distributed a report on Diabetes Care.

A paper on Primary Care is being developed. The group is trying to prioritise projects, but this doesn't seem to involve patients. There has been a presentation on Rehabilitation, but this was very general and needs to be developed.

The Better Care Fund has some money to be used in the community. CIL and Age UK will help hospital services. There is concern that service providers tendering for this service are included as patient reps, (is this a conflict of interests?) Mike Newton will keep an eye on this.

#### **Programme Board Representatives.**

I (Steve Bates) volunteered to be the deputy Congress representative on the Urgent Care Program – being progressed.

Steve Bates  
*Red House Surgery Representative on  
the Patient Congress*