



## **Minutes of the Patient Participation Group Meeting held on Monday, 14<sup>th</sup> July 2014**

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

Prior to the meeting, ID badges were handed out to all present.

Present: David Lloyd (Chair), Sheila Dale, Clive Robinson, Michael Whitehand, Gordon Lovell, Judith Westell, Fay Read, John Neale, John West, Nigel Vaughan, Christine Cartwright, Sam Shunmoogum, Rosi Shunmoogum, Anne Nash, Dorothy Lloyd, Harvey Norton, Jane Norton, Maureen Gladwin, Jane Hanlon (Practice Manager), Dr Nigel Fagan (GP) and Angela Lovell (PPG Secretary).

### **Agenda Item 2: Apologies**

Steve Bates and Sylvia Ellwood.

### **Agenda Item 3: Adoption of minutes of the meeting held on Tuesday, 14<sup>th</sup> June 2014**

Copies of 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 4: Matters Arising**

- (a) Red House Rovers: Judith reported that:-
- There are now 10-12 people regularly taking part in the walks.
  - The next walk is scheduled for Wednesday, 23<sup>rd</sup> July meeting at 2 pm at the surgery. This will be followed by coffee at Colosseo Café in Aylesbury Street.
- (b) Congress meeting: Steve, our representative at the Patient Congress meetings, was unable to attend this PPG meeting as he was attending a Patient Congress meeting. In his absence, David read an email from Steve giving an update on what is happening at Congress. Content as follows:-

*“Regarding the situation with Congress, Jeannie Abblett has replied to Paul Winter and Mike Newton of Patient Congress explaining their view of the relationship between Congress and the Clinical Commissioning Group.*

*Their position is that Healthwatch is a statutory body funded by the local authority to monitor and review the Health and Social Care Services in Milton*

*Keynes so they have a special relationship with them. Congress is a non-statutory body which they have had a special relationship with in the past but that they have decided to change this relationship so that Congress is treated as all other non-statutory bodies with a special interest in health and social care matters. With this in mind they are happy to continue to hear the views of Congress and will continue to include Congress, as an important stakeholder, in their communications with the public. They also recognize that Congress can be a link between patients and their ability to share concerns with practices is a valuable role within the healthcare system.*

*I have not discussed this response yet at Congress but it does seem to me to present an opportunity for Congress to be more forceful in the relationship with the CCG, more proactive in providing feedback about healthcare issues from PPGs. This is something I welcome as PPGs and Congress do need to 'do something positive' to demonstrate their value.*

*The next communication I had from Mike Newton included Jeannie Abblett's resignation as Chief Officer of the CCG!"*

In his email, Steve also mentioned Congress representation if he is unable to attend. This was discussed and it was agreed that ideally there should be several PPG members who could take a turn in this. Gordon offered to be a deputy and this will be brought up at following meetings in the hope that there will be more volunteers.

(c) Red House Horticulture Angela reported that:-

- 10 more geraniums for the raised flowerbeds have been purchased.
- The soil dries out very quickly in dry weather and a request was made for our PPG members to water the flowers during hot weather when they are visiting the surgery or nearby if they are able to. The watering cans are in the Sluice Room. Please ask the receptionist who will give you access to this room.
- In the Autumn we will plant daffodil bulbs as these had to be lifted to make room for summer flowing plants.

(d) Future speakers: Jan informed us that:-

- She has arranged a speaker from the Ambulance Service to come to our August PPG meeting.
- Possibly Steve Offord, Safety Officer for West Bletchley Council will be invited to speak at our October meeting.

(e) To note the following expenditures:

- £50 donation to Willen Hospice following the talk at our last meeting.
- £10 for purchase of geraniums for raised flowerbeds.

### **Agenda Item 5. Newsletter Update**

Discussion took place regarding finalising the material for our next newsletter.

- Nigel has written an article on Abdominal Aortic Aneurysms Screening.
- David will write an article highlighting the PPG's concerns regarding the future of GP services in Milton Keynes. (*Addendum 1*)
- It was suggested that Steve Offord, Safety Officer, might write a short article.
- We will include a request for donations for prizes for our flu clinic raffles.
- Once written, additional articles will be sent via Jane to Allison, our Editor and then on to Nigel for printing.
- Nigel mentioned the newsletter will be printed within 3 days of receipt of the final copy.

### **Agenda Item 6. To discuss the suggestions that we write to the MK Commissioners and our MP expressing our dismay at the current plan to close down all GP surgeries and to centralise General Practice in one of a very few mega surgeries in MK.**

There was much discussion on this important matter.

- 10 Practices have written to the Clinical Commissioning Group stating that they are not prepared to accept options 1 and 2.
- Some doctors from the Practice attended a meeting last week regarding this review and they will be attending another meeting shortly. It is currently their view that they are also against options 1 and 2. Their preference would be for practices to stay as they are but working closer together.
- David will write a letter on behalf of our PPG to Dr Nicola Smith, Chair of the Clinical Commissioning Group, expressing the PPG's concerns regarding any changes to the current GP situation. (*Addendum 2*)
- It was suggested that patients should also write expressing their concerns to Dr Nicola Smith and also to their Member of Parliament.

### **Agenda Item 7. News from the Surgery**

Jane updated us with surgery information.

- Dr Omar is leaving to become a partner in another GP practice outside of MK.
- Dr Kabir is now working as a locum at the Practice.
- The surgery is looking for a new receptionist and secretary.
- Jeannie Abblett has resigned as Chief Executive of the Clinical Commissioning Group.
- There will shortly be 2 magazine stands, one upstairs and one downstairs. The magazines will be replaced each month at no charge and in return the company providing the magazines will use the stands for advertising.

### **Agenda Item 8. GP update**

Dr Fagan reported that:

- All over 75 year old patients now have a named doctor.
- He will be participating in a research study involving children with chronic breathing difficulties. This will be a small double blind study involving 6-8 children.

- The surgery is looking at a number of patients as part of an unplanned admissions DES. This involves around 2% of the population over 18years. These patients are at risk of being admitted to hospital and the GPs are going to write a care plan for them and will be writing to the patients inviting them to come and collect the plan and if necessary discuss this with their usual GP.

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

- (a) Living the Moment: Jan, Jane, Angela and Fay have all now attended one of Steve Offord's monthly 'Living the Moment' talks and the feedback is that they are very good. It is hoped that these talks will be helpful to patients who find themselves on their own and in addition to meeting with other people they will also gain information from the talks. The doctors in the surgery will signpost patients who might benefit from attending the Living the Moment talks which are held in the West Bletchley Council premises in Whaddon Way. A policeman will be speaking at the next talk scheduled for 11<sup>th</sup> July. All talks are from 1.30 – 2.30 pm. Do you know anyone who might benefit from attending one of these?
- (b) Further visit to the Pathology Labs at MK Hospital: Maureen will be arranging a visit, possibly in September.
- (c) Telephone system: A question was asked as to why, when a doctor phones a patient, their doctor's telephone number is withheld and it was explained that the GPs do not like to have the surgery number displayed as if a patient uses the 1471 facility they have been known to get very upset that they have had a call from the surgery and worry that something is wrong and why the surgery is trying to contact them. Also it is sometimes very difficult to identify who in the practice is making the call, GP, Nurse, Admin, Reception and so it is easier not to display a number and to call back at another time or write to the patient.
- (d) Betty: Angela read a thank you card from Betty's family thanking the PPG for their card and donation to Bosom Pals following the sad loss of Betty.

### **Agenda Item 9. Dates of Next Meetings**

- Core Group Meeting - Tuesday, 5<sup>th</sup> August, 2014 at 12.30 pm
- PPG Meeting - Tuesday, 12<sup>th</sup> August at 6.15 pm

## Addendum 1

# The future of GP services in Milton Keynes

## Your views are needed

Our Health Care Commissioners have now given outline details of their three options for the future of GP services here. Their three options are:

1. To close all existing surgeries and build ONE mega GP surgery in the grounds of the hospital
2. To close all existing surgeries and set up 5 or 6 very large super surgeries scattered across the City. We have no idea where our 'local' super surgery might be built
3. Details of this third option are not at all clear, they may suggest keeping things much the same as they are, but with some small or failing surgeries finding ways of working jointly.

Our Red House Doctors and PPG members are very concerned about these proposals: options one and two appear to be designed to destroy GP services as we know them and the third option is so vague we do not know what is intended.

The Doctors at this Surgery and the PPG members have already written to the Care Commissioners to express our concern about plans one and two. Apparently proposals similar to options one and two have been proposed in other areas of England, but patient pressure has been enough to prevent the destruction of GP services.

**Please consider writing to the Commissioners and to our MP to tell them what you think.**

The addresses you need to write to are:

Dr Nicola Smith  
NHS Milton Keynes CCG  
Sherwood Place  
Sherwood Drive  
Bletchley  
MK3 6RT

[miltonkeynes.ccg@nhs.net](mailto:miltonkeynes.ccg@nhs.net)

and Mr Ian Stewart MP  
House of Commons  
London  
SW1A 0AA

[iain.stewart.mp@parliament.uk](mailto:iain.stewart.mp@parliament.uk)

## **Addendum 2**

Red House Surgery Patient Participation Group  
C/O The Red House Surgery  
241 Queensway  
Bletchley  
Milton Keynes  
MK2 2EH

Dr Nicola Smith  
**NHS Milton Keynes CCG**  
Sherwood Place  
Sherwood Drive  
Bletchley  
MK3 6RT

15<sup>th</sup> July 2014

Dear Dr Smith

### **MK and Bedford NHS Review, Freedom of Information Request. (Fol)**

I write as Chairman of the Red House Surgery Patient Participation Group (PPG) following the release of the details of the three options recommended by your consultants for the changes to General Practice in Milton Keynes. These options were discussed in some detail during our monthly meeting yesterday, and I have been asked to make a Fol enquiry on behalf of the PPG, with the CCG as follows:

1. Can you please provide details of the total contracted cost of the review
2. Can you please provide details of who is funding the review? Is the budget being taken from CCG patient care funds or is the funding coming from Government or some other central funding agency?

My members are keen to understand what problem(s) you have identified with the primary care services that are in place and that you are attempting to address by this review, accordingly:

3. Can you please provide a copy of any requirement or instruction from central government or elsewhere that required you to set up this review and /or provide minutes of any meeting(s) that led to the establishment of this review
4. Can you please provide a copy of the tender documents that formed the basis of your selection of consultants
5. Can you please provide a copy of the agreement that you have with Bedford NHS that cover this review
6. Can you please provide a copy of the terms of reference that have been agreed with your contractors/consultants

7. Can you please provide precise details of the agreed quality measures that will form the basis of your assessment of your contractor having satisfactorily fulfilled the contract
8. Can you please provide details of the contingency plans that you have in place in the event that your contractor fails to provide a set of proposals that are accepted by the patients of the GP surgeries in MK
9. Can you please provide details of what penalty clauses are built into the contract should the recommendations from your contractor be considered un-acceptable by the overwhelming majority of patients of GP surgeries in MK
10. Can you please provide clear details of exactly how the citizens of Milton Keynes and Bedfordshire will have a realistic opportunity to pass judgement: to accept or reject your eventual proposals

I gather that under FoI rules the CCG is obliged to respond to all FoI enquiries within a period of 20 working days. I have every hope that you can comply with these simple requests well within that time period. If any part of this FoI request is not clear, please let me know as soon as possible so that I have an early opportunity to clarify our request.

I await your reply with keen interest

Yours sincerely

David Lloyd  
Red House Surgery PPG Chairman

cc: Mr Matthew Webb, Acting, COO, MKCCG  
Mr Iain Stewart, MP House of Commons, London SW1A 0AA