



**Minutes of the Patient Participation Group Meeting
held on Wednesday, 8th June, 2016**

SPEAKER Sonal Mehta, Neighbourhood Pharmacist (South)

Steve introduced our speaker who gave us a very interesting talk covering many aspects of self-care and how patients can contribute to their own health and well-being.

Key self-care messages.

- ❖ Patients want support to feel confident about self-care but want to know they can still access their GP if they need to.
- ❖ By giving people more knowledge about their symptoms they feel less anxious, more confident about what to expect and what to look out for if symptoms do not improve.
- ❖ Having more information about pro-active steps to take and appropriate over the counter medication means that patients only need to visit their GP if symptoms become worse or prolonged.
- ❖ Self-care has many benefits. Empowering people with the knowledge and skills they need to look after themselves gives people confidence in making health related decisions. It enables people to have more control over their health care and will improve well-being and prevent ill health in the longer term.
- ❖ An increased sense of personal responsibility means that if and when long-term conditions do develop you feel better able to manage your health with the health care professional available in a supportive capacity.

It was thought that self-care would be a very interesting article for our newsletter.

Steve thanked Sonal for a very interesting talk and she was presented with a small token of our appreciation.

The meeting then continued as per Agenda

MINUTES

Agenda Item 1: Registration

Present: Steve Bates (Chair), Christine Cartwright, Pam Nicholson, Hilary Godshan, Toni Rampello, Millie Robinson, Clive Robinson, Sheila Dale, Jan Lloyd, John West, Mike Whitehand, John Neale, Mark Pitman, Maureen Gladwin, Judith Westell,

Nigel Vaughan, Gordon Lovell, Jane Hanlon (Practice Manager), Dr Nigel Fagan and Angela Lovell (PPG secretary)

Agenda Item 2: Apologies

Fay Read

Agenda Item 3: Review of minutes of May 2016 minutes

The minutes were circulated prior to the meeting. There were 2 very minor changes (names) and it was then agreed the minutes were an accurate record of the meeting. They will now be included on the Surgery's web page under the PPG Section.

Agenda Item 4: Matters arising

- (a) Red House Rovers:- Judith reported that there were 6 walkers who had a very enjoyable walk in Stony Stratford. Angela mentioned that during the PPG awareness week one patient enquired about our walks and said she might be able to help occasionally. Her name will be given to Judith.
- (b) Patient Congress Meeting:- Steve reported that the minutes of the May Patient Congress and System Resilience Meetings were attached to the June Agenda. Also the Citizen newspaper had included a related article.
- (c) News of future speakers:- Jan reported that at present we don't have any speakers organised. She is waiting for suggestions. Christine Straughan, Carers MK was one suggestion. Other suggestions please to Jan.
- (d) Horticulture:- i) Angela first thanked John (N) for the geraniums and salvias he donated for the raised flowerbeds. In addition we purchased 6 more red geraniums. ii) The raised flowerbeds get very dried out when the weather is hot and she asked if our PPG members could help out in the summer by watering them. iii) Angela gave a huge thank you to our PPG members who turned up on Saturday afternoon with their brooms etc to weed and tidy the area surrounding the surgery and in the car park. Ten of us joined in and it was very satisfying to see it all looking very smart when we finished. Our reward - tea and cake together which was lovely.

Agenda Item 4: N.A.P.P. Awareness week, 6-11 June, 2016. Update

i) Steve reported that from Monday to Wednesday 90 patients had signed up to the PPG, mostly for the Virtual Group with 2 more days to go. ii) Mark was thanked for his design of the posters and fliers and Nigel was thanked for arranging to have them printed.

Agenda Item 5. PPG email account

This was discussed at the Core Group meeting and it was agreed that the Chair needs to see all communications in the initial stages. Matters of complaint about the surgery

will go to Jane and PPG Chair. Matters relating to PPG membership will go to the Secretary and Chair.

Agenda Item 6. News from the Surgery

The Care Quality Commission inspection

Dr Fagan thanked the PPG for their support for the Practice and mentioned that during the CQC inspection positive comments were made about the PPG.

Dr Fagan stated that there are a group of some 20 surgeries within Milton Keynes who are extremely concerned with the payment of some non-core services, so much so that if some adjustments are not made they may have to resort to reluctantly withdrawing these services. Some services involved are blood tests for patients taking Warfarin, blood tests for hospital patients etc. In the event of these withdrawals happening there would be a controlled handover to whomever the CCG appoint this work. At the moment all surgeries are reporting that their current payments are not covering the costs of providing these services.

Dr Fagan and Jane thanked the PPG for all their support to the surgery. The work being undertaken this week has been especially impressive and was a talking point with the CQC Inspectors. Also the garden/car park clear-up has made a tremendous improvement to the look of the surgery and this hard work is very much appreciated.

David, PPG Chairman, has written a letter from the PPG in support of the letter written by Ian Stewart, MP hoping it will add pressure to the Surgery's request for funding to expand the surgery. The CQC are aware of the constraints of the building.

SCAS are requesting feedback by survey on the ambulance service. Feedback is requested by 11th July 2016. Dr Fagan was concerned that there was no priority given for GP surgeries when requesting an urgent ambulance.

Agenda Item 7. Request from the surgery to assist with collections of coins and stamps

There was a request from the surgery for a volunteer to help with the collection of coins and stamps, which are collected on behalf of Blood Wise (formally known as Leukaemia Research) or Hearing Dogs for the Deaf. They require sorting and tidying up, probably on a monthly basis. Toni and Michael kindly volunteered to help with these.

Agenda Item 8. Any Other Business

(a) Healthcare Review – any news? Gordon mentioned that he planned to attend a meeting to be held in Flitwick on Tuesday, 14th June. (*This meeting has since been postponed due to a purdah relating to the forthcoming in/out referendum.*)

(b) Briefing by Steve on Sustainable Transformation Plan. Steve mentioned that he didn't need to say anything about this as it was reported in the Citizen.

(c) Update on Chairman Steve reported that David is still struggling with health problems. Dorothy's condition is up and down but seems to be more stable now. She is on oxygen 15 hours a day and is making a slow recovery.

Agenda Item 9. Dates of next meetings

- (a) Core Group meeting - Monday, 4th July 2016
- (b) PPG meeting - Monday, 11th July 2016

(28.6.2016 ail)