

THE RED HOUSE SURGERY

Minutes of the Patient Participation Group Meeting held on Wednesday, 10th May, 2016 at 6.15pm

Agenda Item 1. Registration:

Steve Bates (Chair), Sheila Dale, Maureen Gladwin, Judith Westell, Michael Whitehand, Mark Pitman, Jan Lloyd, Christine Cartwright, Toni Rampello, Vera Roper, Gillian Holloway, Clive Robinson, John Neale, John West, Jane Hanlon (Practice Manager), Dr Nigel Bunting (GP), Dr Huda Musin (GP) and Fay Read (acting PPG Secretary)

Agenda Item 2. Apologies:

David and Dorothy Lloyd, Angela and Gordon Lovell and Nigel Vaughan

Agenda Item 3. Adoption of Minutes:

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

Agenda Item 4. Matters arising

- (a) Red House Rovers: Judith reported that she was joined by five people on the last walk. In view of the lack of the necessary helpers to comply with regulations, Judith tendered her resignation as the Rovers organiser. The walks will continue until the end of June. Judith was thanked for all her work in forming the Rovers and for organising all the walks. The future of The Red House Rovers will be discussed at the next Core Group meeting.
- (b) Patient Congress Meeting: Please see Appendix for Steve's written report.
- (c) Horticulture: The beds will be prepared for summer upon Angela's return from holiday. Many thanks were extended to Angela and her team.
- (d) News of Future Speakers: There are no speakers booked at the present time. Jan has two on hold and is hoping to organise one for June. One is on self-care and Steve has a possible speaker concerning getting people home after hospitalisation. Jan would be pleased to receive suggestions from the group. (Since the meeting Sohal Mehta has agreed to speak to the group. She will include something on self-care.)
- (e) Reminder: Additional visit to Milton Keynes Recycling Plant on Saturday, 4th June.

Agenda Item 5. N.A.P.P. Awareness week, 6-11 June, 2016. Update

Steve proposed wording for a PPG Banner which will cost about £150 plus VAT. Other peoples' suggestions for the wording appreciated. Steve to arrange a meeting to organise what is to happen at the surgery during the week. Additional volunteers will be needed.

Steve has received some suggestions and showed the group a key ring which may be purchased to give to patients who sign up to be on the PPG.

Agenda Item 6. Possible Recruitment of new PPG members and virtual members, including young people. Update

Waiting until after the election.

Agenda Item 7. PPG email account and 'Cloud'.

Angela to be given a date to start and to have more support. Mark to compose two letters to the group and virtual members.

Agenda Item 8. Feedback from the Bedford and Milton Keynes Health Review meetings.

Jan reported that the last meeting at which it was reported that the third option was still there and that public consultation has been put back again. We are currently in a pre-consultation consultation. The next joint meeting will be on 14th June from 17.30 to 19.30 at Flitwick.

Agenda Item 9. News from the Surgery.

A new GP, Dr Staten, joins in August. The Surgery continues to request support for new premises.

Jane asked for packaging from over the counter tablets, remedies etc to help form a display. Fay provided an example of a Twiddlemuff to encourage knitters.

Agenda Item 10. Any other business

Jane has acquired an iPad for the PPG's use. The online services system changed at the end of March. Steve received three requests for assistance. There is no need to update the booklet for online services.

John Neale questioned whether there is space for additional members of the PPG. More, possibly differently timed meetings suggested and possible use of Skype (9 people) or Webinar. Better representation and diversification needed.

Agenda Item 11. Dates of Next Meetings

- (a) Core Group meeting - Wednesday 1st June, 2016
- (b) PPG meetings - Wednesday 8th June, 2016

Patient Congress Meeting Notes – 18th April, 2016

There were two main topics of discussion:-

1. Roundabout – the Surgery Consortium. A talk by Judith Williams and Kim Foy-Oluwu. The two ladies are surgery managers and both are involved in the setting up of the consortium. The consortium was set up as a result of a talk by a senior CCG Director who warned that changes were approaching fast which would affect the income generated by surgeries when performing tasks not required for initial health care. Some of these tasks, like Flu injections, could be hived off to the financial detriment of surgeries so surgeries were urged to plan how they would deal with this change.

A number of surgeries got together and decided to form a consortium which would allow them to compete more equally with commercial companies when submitting tenders for these services. They formed a legal company called Roundabout and now 20 surgeries are members.

Subsequently, at a later CCG meeting there was some back-peddalling by the CCG, suggesting that the situation may not have been quite as bad as portrayed, so despite having set up the consortium and incurring costs and a lot of admin time over and above the day-job of those involved, the situation has changed so the ‘fast-approaching-changes’ are now not approaching quickly. There is nothing for the consortium to do at the moment but that could change at any moment.

2. Congress sends representatives to the main program boards and have done so for a number of years. At a recent meeting between Mike Newton of Patient Congress, Dr Nicola Smith and Mike Rowlands of the CCG it was stated that the CCG valued the input from Patient Congress representatives but that they felt it important that those representatives should have been trained by Healthwatch – the officially recognized Patient Representative source. We were asked how we felt about this announcement.

I pointed out that:-

- Patient Congress was set up from a CCG initiative to provide them with a link to PPGs. Healthwatch was set up by NHS England three years later.
- Patient Congress represents PPGs while Healthwatch does not.
- Healthwatch has dual responsibility, responsible for Local Health AND Social Care Services.
- Congress is supported by the patients and surgeries of our PPGs, a support Healthwatch does not have.
- I am not aware that Healthwatch has asked our PPG for information from our patients, or passed us information for our patients so there seems no two-way flow of information between us.
- The same applies to the CCG, and consultation should be a two-way process.
- My standing on the System Resilience Group Board arose when I, as deputy, took over when the main Congress rep. resigned. I did not feel that after 50 years working in the public sector, most of those as a manager, I fell short in my conduct on the Board.

- With four of the seven Healthwatch Board being members of Patient Congress we are clearly mutually supportive and not unaware of the possibility of merging Patient Congress with Healthwatch when the time is right – but it isn't yet and unless our areas of responsibility were the same, might never be.
- I am not resistant to training by Healthwatch but when I asked if Healthwatch have a training program for such a purpose, the three Board members from Healthwatch who were at that meeting (18/4/16) did not think so.
- Patient Congress Secretary is one of those on the Healthwatch Board and he has not been trained as a representative by anyone and he has been on numerous boards for many years. Likewise another of those present.

I pointed out that due to the above observations I felt that the CCG were putting unnecessary obstacles in the way and resolved to raise them with Dr Nicola Smith who chairs the System Resilience Group at that meeting the following Wednesday. I was thwarted when that meeting was cancelled so will bide my time.

Stephen W Bates

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Minutes of the Patient Participation Group's AGM held on Tuesday, 10th May, 2016

Acting Chair Steve Bates welcomed members to the meeting and thanked them for their attendance.

Present: Steve Bates (Chair), Maureen Gladwin (Treasurer), Mark Pitman, Christine Cartwright, Judith Westell, Michael Whitehand, Toni Rampello, Vera Roper, Gillian Holloway, Clive Robinson, John Neale, Sheila Dale, John West, Jan Lloyd, Fay Read (acting Secretary).

The Chairman's Report was circulated together with the Treasurer's Report. Both Reports were discussed and Maureen presented the estimated costs for 2016/2017. After consideration, it was decided that one Newsletter would be produced this year. Members expressed their thanks to both Steve and Maureen for their hard work.

The officers stood down before the elections took place.

New officers were elected unanimously as follows:

| | | Proposed | Seconded |
|--------------|-----------------|-------------------|----------------|
| Chair | David Lloyd | Jan Lloyd | Clive Robinson |
| Deputy Chair | Steve Bates | Michael Whitehand | Toni Rampello |
| Secretary | Angela Lovell | Toni Rampello | Vera Roper |
| Treasurer | Maureen Gladwin | Steve Bates | Toni Rampello |

On behalf of David, Steve thanked all officers past and present for their hard work and all members of the group for their support in many ways during 2015/2016.

The meeting closed at 19.45 whereupon the surgery kindly provided cheese and wine for which we hereby give our thanks.