



Minutes of the Patient Participation Group Meeting held on Monday, 13th October, 2014

Agenda Item 1. Registration and Badges

Prior to the meeting, Michael handed out name badges to all present.

Present: David Lloyd (Chair), Maureen Gladwin, Christine Cartwright, Dr Nigel Bunting, Steve Bates, Gordon Lovell, Chris Goodyear, Sheila Dale, Jan Lloyd, Michael Whitehand, Jan Lloyd, Dorothy Lloyd, Clive Robinson, Nigel Vaughan, Chris Goodyear, John Neale, Mark Pitman, Toni Rampello and Angela Lovell (Secretary).

Agenda Item 2. Apologies

Jane Hanlon (Practice Manager), Judith Westell, Fay Read, John West, Linda Bouton, Anne Nash and Sylvia Ellwood.

Agenda Item 3. Guest Speaker, Steve Offord

David introduced our guest speaker, Steve Offord who is Safety Officer for West Bletchley Council.

Steve told us about a scheme he is running called 'Living the Moment' which he would like to open up to patients at Red House Surgery. 'Living the Moment' came about by recognising there was a need locally to support older people who are living alone for one reason or another. It was apparent that some people were finding it difficult to interact within the community and the idea was to create a situation that would assist them. He was informed that Whaddon House Surgery, which works closely with Red House Surgery, were considering doing something similar so he made contact with them. The result was that it was decided that the venue for this joint initiative would be West Bletchley Council Offices in Whaddon Way which is where 'Living the Moment' gatherings are being held twice a month. There are a few regular attendees all of whom seem to enjoy and appreciate the opportunity to interact with other people without a lot of pressure. A speaker is invited to each meeting covering a variety of different subjects.

Steve is able to assist anyone in the group who might have a particular problem by directing them to the appropriate authority. He also makes them aware of other opportunities locally where they can meet other people and enjoy other activities.

If one of the regular attendees doesn't attend the meetings for a period of time someone will check that they are OK.

Future meetings are scheduled for 5th November, 19th November, 3rd December and 17th December. All sessions are held at 221 Whaddon Way between 1.30 pm and 2.30 pm.

David thanked Steve for coming to talk to us about 'Living the Moment' and for opening up the opportunity for Red House Surgery patients to attend these monthly get-togethers.

Agenda Item 4. Adoption of minutes of the meeting held on Wednesday, 10th September, 2014.

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

Agenda Item 5. Matters Arising

- (a) Red House Rovers:
- ❖ It was reported that the walk in the Simpson area on 8th October was most enjoyable. A stop was made for tea at the Plough Inn, Simpson.
 - ❖ The next walk is scheduled for Tuesday, 21st October and will be in the Tear Drop Lakes area. There is parking in Garforth Place by the cricket ground where we will meet at 2 pm.
 - ❖ There is a schedule for future walks on the PPG notice boards.
- (b) Congress Meeting:
- ❖ Steve gave us an update on the latest Congress Meeting held on 15th September which he attended together with Gordon. Steve's report is attached as an Addendum.
 - ❖ Sheila mentioned that she attended the first meeting of SARC in the City Church which is a group for the hard of hearing. These meetings are held on the 1st and 3rd Tuesday each month. How it develops will depend on who attends. They are there to provide help to those suffering from hearing problems and their carers.
- (c) Red House Horticulture: Angela reported that:
- ❖ It has been decided not to dig up the 3 bushes outside the front of the surgery. They were severely trimmed and now look improved. The bushes will have another trim, the old soil will be dug out and replaced by new soil and daffodil bulbs planted in front of them.
 - ❖ Pansies, donated by John (N), and daffodil bulbs will be planted in the raised flowerbeds.
 - ❖ We hope there will be a splendid display of spring flowers next year.
- (d) Future Speakers:
- ❖ Jan reminded us that Christine Straughan from Carers UK is the speaker at our PPG meeting on 11th November.
 - ❖ David has looked into the cost of purchasing a screen to be used by future speakers. Regarding a sound system, a microphone of the type used by a previous speaker, was thought a good idea. *(On hold as Jane might be able to purchase these via the surgery.)*
- (e) Planned visits:
- ❖ John reminded us that our second visit to the Safety Centre is scheduled for 6.30 pm on 16th October.
 - ❖ Maureen will be contacting the Path Labs to arrange another visit there.
 - ❖ Fay is looking into a possible visit to the Wellcome Trust.
 - ❖ Michael reminded us that we still need to arrange a visit to Willen Hospice. He was asked and agreed to look into this.

Agenda Item 6. Review of General Practice in Milton Keynes

- (a) Freedom of information request letter. To consider the response from Greater East Midlands Commissioning Support Unit and from Monitor.
- ❖ There was considerable discussion regarding this subject. Regarding Monitor there is still no response from our Chairman's letter. It was agreed that David should renew contact with Monitor.

(b) Any other responses to letters from individual members

- ❖ Michael informed us that he had received a very comprehensive reply to his letter to Dr Nicola Smith which he read to the group.
- ❖ Our attention was drawn to an article in the Times, also one in the Citizen, both detrimental to the Health Review.

Agenda Items 7 and 9. News from the Surgery and GP Update

Dr Bunting reported that:-

- ❖ Jane has put in a bid for a projector, screen, multimedia trolley and a laptop for the surgery. If successful, the PPG will not need to purchase a screen.
- ❖ The progress of the CCG findings is being monitored.
- ❖ Dr Omar has now left. David mentioned that he sent a letter to Dr Omar thanking him from the PPG and wishing him well. The Partners are looking for a replacement.
- ❖ Dr Nwogu will be working on Mondays.
- ❖ Dr Kabir will be working as a locum until Christmas.
- ❖ The flu clinics went well and thanks were given for running the raffle.
- ❖ The surgery is involved in a Healthy Living project with MK Dons which is aimed at lifestyle changes.
- ❖ Friends and Family responses. Some replies have been received and the responses will be commented on at our next meeting.
- ❖ The surgery has an action plan regarding Ebola health issues.

Agenda Item 8. Flu Clinics: to note the success of the raffles held during the clinic on 27th September and 11th October and to thank all volunteers involved in the raffles.

David thanked everyone involved in running the raffles which raised a total of £594.

Agenda Item 10. Dates for PPG and Core Group Meetings in 2015

Angela has prepared a list of dates for 2015 PPG meetings and Core Group meetings and these will be circulated to PPG members.

Agenda Item 11. Any Other Business

None

Agenda Item 12. Dates of next meetings

- (a) Core Group - Tuesday, 4th November 2014 at 12.30 pm
- (b) PPG - Tuesday, 11th November 2014 at 6.15 pm
Our speaker at this meeting will be Christine Straughan from Carers UK.

ADDENDUM

Congress Update – September 15th Meeting

1. Talk by Neil Carter from the CCG who has been tasked with creating a Patient Experience Strategy. He asked for help or any suggestions. If there is anyone from our PPG who would like to be put in touch with Neil I can help. It is fair to say that there is a wealth of information on the web about this subject.

Congress members did express some concern/cynicism about this project as it appears to be 'back to basics' when it would be better to focus on 'improving the experience of patients'. Members also expressed concern about the serious lack of consultation by the CCG, in particular via representative groups like PPGs and Congress.

Despite reservations Congress were positive about the possibility that this initiative may improve patient care so we resolved to provide help where we felt we could.

2. A number of Congress members attended the CCG AGM on Wednesday, 17th Sep. including me. Their focus was on what they had achieved and they declined to be drawn on the Healthcare Review.

3. PPGs are asked to provide feedback on the 'Friends and Family' forms. What do members think of them? The value of the information obtained from them? One surgery has changed the form with more questions but with anonymity.

4. There is an Annual Health Event in Middleton Hall on 4th November – information for PPG members.

5. Some concern was expressed about the Patient Congress website, which has now been brought up-to-date.

6. The Sensory Advice Resource Centre (SARC) has created a Hard of Hearing Support Group. They meet on the 1st and 3rd Tuesday of each month from 10.30 until 12 midday at the City Church. Would anyone like a copy of their flyer? Their aims are to :

- Provide a supportive environment
- Give everyone an opportunity to share experiences
- Help to reduce isolation
- Provide talks by experts and training
- Encourage confidence and independence

Steve Bates