



Minutes of the Patient Participation Group Meeting held on Monday, 9th July, 2012

David Lloyd was unable to attend the meeting and in his absence Claire-Louise Nixon, Vice Chairman, chaired the meeting. A 'Get Well' card was signed by those present and will be posted to David.

Claire welcomed everyone to the meeting and distributed name badges so that both she and others present could put names to faces.

Agenda item 1. Present

Claire-Louise Nixon (Chair), Sheila Dale, Betty Moon, Michael Whitehand, Sam Shunmoogum, Rosi Shunmoogum, Dr Huda Muhsin (GP), Dr Janet Goodman (GP), Christine Cartwright, Gordon Lovell, John West, Graham Perry, Jan Lloyd, Brenda Adams, Sylvia Ellwood, John Neale, Fay Read, Judith Westell, Anne Nash and Angela Lovell.

Agenda item 2. Apologies

David Lloyd, Nigel Vaughan, Allison Carlton, Maureen Gladwin, Bonnie Twynham and Robert Lea.

Agenda item 3. Adoption of minutes

The June 2012 minutes were adopted as an accurate record of the meeting and will be published on the Surgery's website.

Agenda item 4. Matters arising

Midsummer Madness event held on 24th June 2012 (Agenda item 5)

It was reported that –

- The event went well and everyone who donated items, helped both before, during and with clearing up afterwards were thanked.
- Jane, Practice Manager, and her family were thanked for all their help.
- A special thank you was given to Rosi for all the beautiful craft items she made and Sam for the games he organised.
- Sylvia was thanked for the sample cake she made and distributed. Many of those who sampled the cake then purchased the recipe from her.
- £215 was made from this fundraising event.

In conclusion, the event was a success.

Resignation of Ms Karen Hough as Deputy Representative to MK Commissioning for the Red House Surgery (Agenda item 6.2)

It was noted that David contacted Graham asking if he would take on this role now Karen has resigned but he declined. PPG members present at the meeting were asked if anyone would stand as her deputy subject to Allison's absence until a full formal election has been conducted. Gordon Lovell kindly offered to stand, subject to availability, until this election is conducted.

Hazel Staten's Olympic torch run (Agenda item 11)

A number of PPG members watched Hazel (Dr Staten's wife) and other torch bearers in Bletchley on what was an amazing day, particularly for those taking part in it. Hazel was featured on the 1 pm news carrying her Olympic torch from Bletchley Park.

Agenda item 5. Speakers

Judith informed us that our speaker for the August 2012 PPG meeting will be Julie Petzing who will talk about Diabetic Care.

Several members requested dates of future meetings and these are listed below:-

<i>Tuesday</i>	<i>14th August 2012</i> <i>(Guest speaker, Julie Petzing will talk about Diabetic Care)</i>
<i>Wednesday</i>	<i>12th September 2012</i>
<i>Monday</i>	<i>8th October 2012</i> <i>(Themed – Guest Speaker)</i>
<i>Tuesday</i>	<i>13th November 2012</i>
<i>Wednesday</i>	<i>12 December, 2012</i>

Agenda item 6. Walking group "Red House Rovers"

Judith updated us regarding Red House Rovers.

- Five new walkers joined the walking group for the June walk which was enjoyed by all and was followed by tea at Dobbies Garden Centre.
- The next walking dates were announced and are as follows although from September the walking routes are yet to be decided:-
 - Wednesday, 18th July, 2012 (to start at the Surgery)*
 - Wednesday, 22nd August, 2012 (to start at Dobbies)*
 - Tuesday, 25 September, 2012*
 - Wednesday, 24th October, 2012*
 - Thursday, 22nd November, 2012*
 - Thursday, 13 December 2012 (Possibly a Christmas get-together)**All start times are 2 pm and walks last approximately 1 to 1¼ hours.*
- Christine and John will be attending a walk leaders training session.
- It was suggested that a treasure hunt might be considered in the future which could be fun.
- There is a possibility that the Red House Rovers will walk in tandem with the Fenny Stratford group.

Agenda item 7. Feedback and ideas for future projects

It was suggested that it might be an idea to include a questionnaire with the next newsletter asking for ideas for future PPG projects.

Agenda item 8. Possible coffee morning and craft session

It was proposed at the last PPG meeting that a coffee morning for older isolated surgery patients be held at the surgery but due to lack of space in the surgery this isn't possible. It has also been proposed using an external venue but this creates a cost factor and public liability insurance costs. This will be looked into further and an update given at the August PPG meeting.

A further suggestion was made for a craft session run by a very talented PPG member, Rosi. This will be looked into once there are developments with the coffee morning.

Graham kindly offered to demonstrate how to use the Red House Surgery website to order repeat prescriptions.

Agenda item 9. Memory prompts – your GP appointment

Michael circulated a draft Patient Reminder List he had compiled for feedback from the group. This would be to help patients have answers to some of the questions the doctor might ask during a consultation and the patient could include their additional questions if required. The idea was commended and Michael agreed to Dr Goodman taking a copy so that it could be reworded to be helpful to both doctor and patient. It was suggested that if this idea is taken up, it could be mentioned in the next newsletter and also bookmark size slips in a bright colour, eg orange, be available in the surgery in different languages.

Agenda item 10. Summer 2012 newsletter

A big thank you was extended to everyone who contributed articles for the newsletter and also to Allison, Jane, Angela and Nigel (City Print) who were responsible for producing it. The feedback from patients has been extremely good.

The surgery has agreed to pay 50% of the print costs on this occasion due to the amount of clinical information contained in the newsletter.

It was suggested that some copies be taken to Red House Surgery patients in care homes. If they are unable to read the newsletter it is hoped their carers would read the contents to them.

Agenda item 11. Winter 2012 newsletter

Angela asked those present to give thought to content for the Winter 2012 newsletter. Suggestions and articles of interest to patients at the Red House Surgery should be sent to Jane or Angela and if you wish to discuss a possible article please contact either Jane or Angela. We want to make the newsletter as interesting as possible. It was suggested that a final version of Michael's 'Memory Prompt' could be included, possibly on a perforated slip at the end of the newsletter if this is possible. We now have 3, possibly 4 articles offered, 2 from John N, one from Claire-Louise and the Memory Prompt if included. Thank you very much for these offers and we look forward to having more contributions please.

Agenda item 12. GP update

We were informed that:-

- Dr Peter Robinson will commence working 4 days a week as from August.
- Dr Rhiannon Williams will be going on maternity leave in August.

- Gail has left the reception team but still does phlebotomy for the time being and holds smoking cessation clinics.
- There are 2 new receptionists, Wendy who started on 25th June and Nicki who starts on 1st August.
- Barbara, receptionist, is retiring but not until December.
- Progress is being made with the new computer system called SystmOne and this is very much work in progress. The go live date is booked for 16th October.

Graham asked if there were any medical topics that were of general concern that we should know about and he offered the example concerning the recent media coverage of whooping cough. There was no take-up of this at this time.

Agenda item 13. Flu clinic raffle – fundraising logistics

This item has been deferred until the Practice has established the dates of the flu clinics.

Agenda item 14. Any other business

Phone calls to Red House Surgery

Concern was expressed regarding the long message when phoning the surgery, ie dial 1 for Receptionist, 2 for Secretarial etc and John N asked if there was a way of avoiding this. It was pointed out that if, for example, we wanted to speak to a receptionist, we could press the 1 and go straight through to the receptionist without needing to listen to the rest of the message. This information was appreciated and it is hoped that patients can be made aware of this.

Dates of next meetings

- Core Group meeting - 7th August 2012 at 12.30 pm
 - PPG meeting - 14th August 2012 at 6.15 pm
- Our speaker will be Julie Petzing who will talk about Diabetes Care.