



**Minutes of the Patient Participation Group Meeting
held on Monday, 14th January 2013**

Agenda Item 1. Registration

Present: David Lloyd (Chair), Sam Shunmoogum, Pat Whalley, John Neale, Fay Read, Mark Pitman, Gordon Lovell, Maureen Gladwin, Jan Lloyd, Michael Whitehand, Jane Hanlon (Practice Manager), Dr Lucy Marchant (GP) and Angela Lovell.

Agenda Item 2. Apologies

Dorothy Lloyd, Rosie Shunmoogum, Betty Moon, John West, Judith Westell, Nigel Vaughan, Allison Carlton, Claire-Louise Nixon, Sylvia Ellwood, Monica Catelinet, Christine Cartwright, Anne Nash, Sheila Dale and Pat Layer.

Agenda Item 3. Adoption of Minutes of the meeting held on 12th December, 2012

Copies of the minutes were circulated prior to the meeting. These were accepted as an accurate record and will be published on the website.

Agenda Item 4. Matters arising not covered elsewhere.

4(a) To thank all of those responsible for providing and organising the food and wine consumed during our last meeting

David thanked the Partners for funding the refreshments, Jane for purchasing the food and drink, Angela for collecting and heating up the mince pies and sausage rolls and Graham for making the mulled wine. It was very much enjoyed.

4(b) Red House Rovers

The next Red House Rovers walk is scheduled for 2 pm on Tuesday, 22nd January – start point to be circulated.

4(c) Red House Champions project

Jan reported that it is 'On Hold' at present.

Agenda Item 5. MK Commissioning Group (CCG)

Jane informed us that the Hospital's A&E Department now have a Clinical Navigator in operation. People turning up with coughs, colds and inappropriate conditions are now being diverted to pharmacists and GP surgeries. Surgeries are being asked to keep back a few appointments for any patients referred back. Jane mentioned that people living near the hospital are more likely to go to A&E as their surgeries can be further away than the hospital.

Gordon was asked if he wanted to say more about the last meeting of the CCG. He reported that areas of health that are being represented at Board level by members of the CCG are 'Unplanned Care and Learning Difficulties'; also 'Children and Maternity'. Gordon asked that if there are any concerns that PPG members may hear of regarding National Health in the Milton Keynes area, that they are brought to the attention of our PPG Chairman, who can then liaise with our CCG representative and any concerns can be reported at a CCG meeting.

Concern was expressed regarding the standard of spoken English by some clinical staff at the hospital during consultations and 2 examples involving doctors were reported. It was suggested that Gordon brings this up at the next CCG meeting which is scheduled for Monday, 21st January. *(NB postponed due to icy conditions.)*

Agenda Item 6. Progress with plan to re-establish the raised flower beds

Discussion took place on how to progress and John Neale kindly offered to join David, Angela and Graham in furthering this project. Originally we had intended purchasing an obelisk or similar for each planter, securing them to the base and having a prickly climbing shrub attached to the frame, hopefully to prevent the plants from being damaged or removed. The price of these frames was very high and John gave another suggestion. A meeting will be arranged to decide the best way forward. Jane has also given us contact names of 2 managers at Dobbies who might be able to help.

Agenda Item 7. Progress with ONLINE-PRG Survey

David announced that he has progressed with this and is now carrying out a pilot test over the next 2 weeks to ensure there are no errors. Once he is satisfied it will go 'live' and it is hoped that the survey will result in a second grant to the surgery, the first successful grant being in 2012. He also mentioned that he had read somewhere that this was to be continued for a third year but this needs to be confirmed. Jane said she hadn't seen any information about this and will look into it.

Whilst carrying out the above survey, David intends to also invite nominations to stand for election to represent our PPG on the Clinical Commission Group.

Agenda Item 8. Consultations: www.miltonkeynes.nhs.uk

During the December 2012 PPG meeting, David asked if our PPG should become involved in consultative exercises such as the successful one undertaken regarding concerns patients had with transport to and from Bedford Hospital. It was agreed that we should. He mentioned that the MK Commissioning Group is doing a survey powered by Survey Monkey.

Agenda Item 9. Link MK Commissioning Project

David reported that he and Angela attended the Link MK Commissioning Project meeting held on 11th January 2013, the second of 3 meetings which were preceded by an introductory meeting. During the latest meeting more information was discussed, ie GP services, High Street Pharmacists, NHS Dentistry and High Street Opticians. The NHS Commissioning Board National representative and a representative from the NHSCB Local Area Team discussed plans to include local people's voices in the commissioning process.

David said that he came away feeling fairly encouraged. Local representatives will be attending the next meeting scheduled for 7th February 2013. The national launch of the NAPP PPG Commissioning Champion project will be in Birmingham on 19th March 2013.

Agenda Items 10 and 11. Presentation of news from the Surgery and GP update

Jane (Practice Manager) and Dr Marchand gave us an update of what is happening in the Practice.

- ❖ Tricia Morgan, Health Care Assistant, commenced work in the surgery today.
- ❖ Tricia will be carrying out health checks for appropriate patients between the ages of 40 and 74 and will do as many as possible before 31st March 2013. The aim is to do approximately 30 per month. She will be giving lifestyle advice, eg stopping smoking etc and identifying any serious conditions.
- ❖ Improvement grant bids. In addition to the upgrades in 3 clinical rooms mentioned at the last PPG meeting, the bid will also include an improvement to the front door so that it opens automatically to give easier access for many patients. This need was a concern highlighted by the Patient Participation Group.
- ❖ Pathology Lab tours. Jane has been in contact with the Path Lab and reported that they will be pleased to give us a tour of their department. Ten people said they would be interested and David will let them know and ask if it is possible to arrange an evening tour, suggesting 6.15 pm on a date convenient to them.
- ❖ With the reorganization of the health service, it was reported that instead of blood samples being sent to MK Hospital for analysis as at present, most will be sent outside Milton Keynes. There was concern as to the effect this would

have on staff levels at MK Hospital who currently provide an excellent service and the efficiency of the new system.

Agenda Item 12. Any Other Business

Walking Group: The next walk will be on Tuesday, 22nd January, 2013 at 2 pm. The meeting venue will be circulated to all PPG members.

Primit Research Study: (University of Birmingham and University of Southampton, funded by the Medical Research Council) We were informed that letters have been sent to patients, both in the PPG and others, inviting them to take part in this research study. Discussion took place regarding this and it is optional if one does not wish to participate.

Who can take part? One must be living with at least one person aged 18 or over who will allow you to pass on information about their colds or flu-like illnesses to the research team. NB: Only one adult per household is able to take part by logging into this study.

On-line repeat prescriptions: Concern was expressed that when ordering on-line there is no method of changing the quantity required and this can result in a higher amount of medication being prescribed unnecessarily and consequently wasted costs. The GP's and Reception staff will look into this.

Agenda Item 13. Dates of Next Meetings

Core Group meeting	-	Tuesday, 5 th February at 12.30 pm
PPG Meeting	-	Tuesday, 12 th February at 6.15 pm