



Minutes of the Patient Participation Group Meeting held on Monday, 8th April 2013

Agenda Item 1. Registration

Present: David Lloyd (Chair), Sheila Dale, Steve Bates, Victoria Shiner, Judith Westell, Pat Whalley, Christine Cartwright, Michael Whitehand, Betty Moon, Sylvia Ellwood, Sam Shunmoogum, Rosi Shunmoogum, Fay Read, Dorothy Lloyd, Gordon Lovell, Pamela Lambourne, John Neal, Dr Nigel Fagan (GP), Jane Hanlon (Practice Manager) and Angela Lovell

Agenda Item 2. Apologies

Jan Lloyd, Claire-Louise Nixon, John West, Nigel Vaughan, Allison Carlton, Anne Nash, and Mark Pitman.

Agenda Item 3. Speaker – Naomi Fleming, Antibiotic Pharmacist, Infection Prevention and Control Team, Milton Keynes Community Health Service

Naomi gave a very interesting and informative talk, with Power Point presentation, on her role working with the Infection and Control Team in Milton Keynes Community Health Service. She highlighted the dangers of resistance of antibiotics and what happens as a result and then discussed how we can minimize resistance development. This was followed by many questions from our PPG members. Naomi was then asked if she would be prepared to write an article on 'Antibiotics' for us as a supplement in our next newsletter and she very kindly agreed to do this. This follows the success of the 'Handwashing' supplement in the Winter 2012 newsletter.

David thanked Naomi for an excellent presentation and gave her a plant as a token of our appreciation.

Agenda Item 4. Adoption of minutes of the meeting held on 13th March, 2013

The minutes of our March 2013 PPG meeting were circulated prior to this meeting and adopted as an accurate record of the meeting.

Agenda Item 5. Matters arising not covered elsewhere

None

Agenda Item 6. Red House Rovers

Judith reported that the March 2013 walk to Caldecotte Lake was excellent and 10 people took part. John took some bread and the ducks enjoyed a feed. The next walk is scheduled for 23rd April, meeting at the surgery at 2 pm, and will be a walk around Mount Farm Lake hopefully stopping for coffee in Aylesbury Street on the way back to the surgery. *(Now changed. The walkers will be stopping at the Inn on the Lake for refreshments.)*

Agenda Item 7. Red House Champions Project

Jan is awaiting contact from Sian regarding revising the poster as agreed and removing the double wording, hence no further progress at present.

Agenda Item 8. Patient Congress

Victoria informed us that as our Red House Surgery representative she had attended her first Patient Congress meeting on 18th March 2013, together with Gordon who had stepped in to help when Allison couldn't attend the meetings. Prior to the meeting she met with Allison Carlton to learn about the history of the Congress and also with Steve Bates, Deputy, to discuss how best to work together. She mentioned that it seemed obvious that there were serious communication problems and discontent within the Congress. The Chairman informed the meeting that the Vice Chair resigned due to personal reasons and was about to relocate back to the North of England. He then nominated Paul Winter MBE to be Vice Chair. This was accepted by the meeting. In future the Vice Chair will chair future meetings and the Chairman will take matters from these meetings which are considered to be of concern and present them to the Commissioning Group.

Victoria informed us that there is now another link between the Patient Congress and the Clinical Commissioning Board which seems to be a fait accompli.

Whilst at the Patient Congress meeting those present were told that there is to be a new system for GP's to refer patients to hospital which will commence in August/September 2013. It won't affect patients and is said to be nothing to do with cost cutting but to increase efficiency. This is to be called the Referral Management System.

Victoria informed us that there are also to be focus groups in the Patient Congress and any PPG members who would like to be on one of these 4 groups should let her know. There will be 2 meetings per group which one would be expected to attend.

Agenda Item 9. Follow-up of the letter writing to our MPs

David reported that he had sent 2 letters to MP's, one on behalf of the PPG and a second from himself. This followed concerns that it had been reported that some doctors on Clinical Commissioning Groups had interests in private companies to which referrals might be made. David mentioned that he received replies to his

letters, both identical. He thanked members of the PPG who had also written with their concerns.

Agenda Item 10. Raised flowerbeds: Update from John Neale, Angela and Gordon Lovell

David thanked John, Gordon, Angela and Sam (who had returned from holidays in time to assist) for clearing, replacing soil, purchasing plants and replanting the raised flowerbeds which look greatly improved. He thanked Angela for coordinating this.

Agenda Item 11. Online Patient Representative Group and PPG survey: Report on progress (note: the final report of the project is now available on the website)

David informed us that he had submitted a brief, but comprehensive report on the above survey. An action plan was agreed by Jane, the Practice Manager and the Partners. He had asked for comments from PPG members and the final summary report had to be published by 31st March, 2013 which he succeeded in doing.

David was thanked for his work on this.

Agenda Item 12. Report of the photo-shoot at the Path Lab at MK Hospital

It was reported that 5 PPG members who had attended the Path Lab tour were allowed to visit again to have photographs taken for our newsletter.

Agenda Item 13. News from the Surgery

Jane updated us on what is happening within the surgery:-

- ❖ Installation of the new front door will on 23rd April and it is expected that the door will be out of use for 1 – 1½ days. This will coincide with the Practice training day on 23rd April. Jane was asked if the Surgery would require one or two volunteers to assist patients to the back entrance should it be required. This offer was appreciated.
- ❖ Self check-in. Jane may ask 3 people to help finalize the relocation position due to the removal of the old reception counter.
- ❖ A second check-in machine had been considered, ie one at a lower level for wheelchair users, but would cost about £1,400 and therefore it is doubtful that this will go ahead.
- ❖ The bench seats have now been removed and the Practice are in the process of selecting new flooring.
- ❖ The Practice is grateful for the new upstairs notice board and the much improved raised flowerbeds outside the front of the building.
- ❖ Jane will let us know if any help is required during the various changes within the surgery.

Agenda Item 14. GP Update

Dr Fagan mentioned that:-

- ❖ The flu epidemic has been busier than usual and this could be due to the colder weather.
- ❖ The Clinical Commissioning Group has taken over but as yet there are no changes.
- ❖ There is a big shift regarding prescribing antibiotics.

Agenda Item 15. Any Other Business

15(a) David thanked all who contribute to the success of our PPG helping in many ways, eg making sure we enjoy tea, coffee and biscuits at the start of our meetings, arranging speakers, working out the routes for our Red House Rovers walks and leading them, the important area of fundraising, our Red House Champion Project due to commence soon, for the bookcases, notice boards and repairs to the children's play table, planting and looking after the raised flower beds at the front of the building and everyone else who helps in any way to enable us to be a very successful PPG. Also thanks to our officers, ie David (Chairman), Christine (Treasurer) and Angela (Secretary). We are very grateful for the able assistance of Jane (Practice Manager).

15(b) Our AGM is scheduled for 6.15 pm on Tuesday, 14th May 2013 prior to the PPG meeting. David requested a paragraph from the organiser of each activity to include in the Annual Report as last year.

It was agreed that we should have cheese and wine following this meeting.

15(c) At present Jane, Practice Manager, holds the circulation list for PPG members. Whilst this works very well when Jane is in the office, if she is away there is a problem circulating the Agenda and Minutes of meetings. It was agreed that an email will be circulated to all PPG members requesting them to email the Secretary if they wish to be included on the new circulation list. Angela does have quite a few email addresses but not those of members who were on the circulation list before she took over as Secretary. *(This will be deferred until after the AGM.)*

Agenda Item 16. Dates of Next Meetings

Core Group meeting	-	Tuesday, 7 th May 2013 at 12.30 pm
AGM and PPG meeting	-	Tuesday, 14 th May 2013 at 6.15 pm