



**Minutes of the Patient Participation Group Meeting
held on 8th October 2012**

Agenda item 1. Present and Apologies

Present: David Lloyd (Chair), Dorothy Lloyd, Sam Shunmoogum, Judith Westell, Fay Read, Christine Cartwright, Anne Nash, Michael Whitehand, Jan Lloyd, Sylvia Elwood, Betty Moon, Gordon Lovell, John Neale, Sheila Dale, John West, Pat Whalley, Dr Huda Muhsin (GP), Jane Hanlon (Practice Manager) and Angela Lovell.

Apologies: Nigel Vaughan, Graham Perry, Allison Carlton, Rosi Shunmoogum and Bonnie Twynham.

Agenda item 2. To welcome visitors from Bedford Street PPG

We had expected guests from the Bedford Street PPG, however they were unable to attend. It was agreed that we will invite them to our November PPG meeting.
(Action Point: David to send invitation to attend our November PPG meeting.)

Agenda item 3. Speakers: Julie Uglow and Jenny Brooks to talk about Infection Control

Jenny Brooks has changed jobs since this talk was arranged. Instead, on her own, Julie Uglow gave a very interesting talk, illustrated by a visual presentation, on the correct way to wash hands thoroughly. She also spoke about the differences between using soap and alcohol cleansers. Julie brought a UV glow lamp with her to illustrate how difficult it can be to clean our skin. We took it in turns covering our hands with a fluorescent cream and placing them in the glow lamp which showed up a representation of germs on our hands. We then tried to wash them effectively and returned to the machine to see how thoroughly we had washed our hands, any areas not having been washed thoroughly showing up in blue.

David thanked Julie for a very interesting talk and presented her with a token of appreciation.

Agenda item 4. Adoption of the minutes of the meeting held on 12 September, 2012

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

Agenda item 5. Matters Arising

- (a) Flu Clinic held on Saturday, 29th September 2012
It was reported that this went well and the sale of raffle tickets raised £291 for PPG funds. Fay thanked all who helped with the raffle.
- (b) The next flu clinic is scheduled for Saturday, 3rd November from 8.30 am and Fay asked for more volunteers to help with the sale of raffle tickets.
- (c) Brief report of the NAPP meeting David and Angela attended earlier in the day.

This meeting followed an earlier meeting which was about the nature of the project. David mentioned that the meeting attended today was constructive, gave more information on how MK will commission services and we were asked how we could feed back our thoughts to the Commissioning Group. This meeting will be followed by 2 further meetings.

- (d) Toys in the waiting room: update

Lengthy discussion took place regarding the practicalities of having toys in the Surgery's waiting areas. Graham had sourced suitable toys and Rosi previously had shown us a toy which could be fixed to a table in the waiting area. It was decided not to go ahead with this project due to the fact that there are 3 waiting areas 2 of which are not conducive to have children playing with toys.

(Note: there have been further developments with this issue and these will be reported at the next meeting.)

- (e) Involvement of students in the PPG and Online-PRG

As Carol was unable to attend today's meeting this item will be deferred until the next PPG meeting.

(Action point: Include in next months's PPG Agenda.)

Agenda item 6. News of the Red House Rovers walking group

Judith reported that the walking group is going well and she is expecting a poster advertising it. More walk leaders are required so that different types of walks can be introduced, eg longer, shorter walks etc. The dates of future walks, all commencing at 2 pm and to which all are welcome to join, are scheduled on the following dates:-

Wednesday, 24th October 2012
Thursday, 22nd November 2012
Tuesday, 11 December 2012
Tuesday, 22nd January 2013
Wednesday, 20th February, 2013
Thursday, 21 March, 2013
All start times 2.00 pm

There was a suggestion that advertising the coffee mornings at Queensway Methodist Church Hall could be included on the back of Judith's walking leaflets. In relation to this, Betty thanked those who supported the Macmillan coffee morning at Queensway Methodist Church Hall recently.

Agenda Item 7. News of Champions Project

Jan updated us on progress to date with collating information for the Champions Project which she is leading for lonely or isolated patients. She thanked Betty and Sheila for their information, is waiting for information from Age UK and she has informed the National Pensions Association of what she is doing. Jan wants to include the minority ethnic groups.

Agenda item 8. Transport to and from Specialist Centres of Excellence. To consider the response from Mr Nadim Noor, Consultant Vascular Surgeon and Surgical Tutor at the Bedford Hospital NHS Trust

David had previously written to Mr Nadim Noor following anxieties some of our PPG members had about difficulties travelling to and from Bedford Hospital after being told that vascular services would transfer to Bedford Hospital.

David read Mr Nadim Noor's reply to us in which he thanked us for our letter and explained how each of the concerns will be addressed. In particular the hope is that a dedicated bus service can be provided to transport staff, patients and family between the two hospitals, and also that they hoped to return post-operative patients to MK as soon as clinically safe to do so. He also said that he would be happy to come and speak to us about our concerns. It was decided that we will monitor how it goes and that David would write to Mr Noor thanking him for his letter.

(Action point: David to write to Mr Noor.)

Agenda item 9. To review the days of the week on which our PPG meetings are held

PPG meeting dates, at present on a Monday, Tuesday or Wednesday in rotation each month, were reviewed as to whether this is the preferred option rather than having them on a specific day of the week each month. It was unanimously agreed by all present to continue as at present, ie rotating between Mondays, Tuesdays and Wednesdays.

(Action point: Angela to list PPG meeting dates for 2013 for inclusion in the Newsletter.)

Agenda item 10. To note the revised text for the next ONLINE-PRG survey

David reported that we would be able to view this online in November.

Agenda items 11 and 12: News from the Surgery and GP Update

Dr Muhsin informed us that:-

- The transition from the old to the new computer systems is now taking place. This affects most staff and everything is taking longer until staff get used to the new system. Six to seven staff from the computer company will be in the

surgery to deal with any problems during the 'go live' period. She said it will take time to get used to it.

- District Nurse, Jan, replaced by Joanne Birchell.
- Midwife, Jo, replaced by Karen Chance.
- Dr Williams is still on maternity leave.

Agenda item 13: Winter Newsletter

Angela gave an update as to progress with the Winter PPG Newsletter.

Articles for inclusion are coming in and we are on schedule. Thanks to everyone who has contributed an article or plans to do so.

(Action point: Angela to give detailed update at our November PPG meeting.)

Agenda item 14: MK Commissioning. To report on resignation of Allison Carlton

David reported that he had received a letter from Allison, which he read to us.

Unfortunately, due to having to work on Monday evenings, she cannot now make any of the MK Commissioning meetings and has therefore found it necessary to resign as Red House Surgery's PPG representative. David mentioned that there will now need to be an election for a successor to Allison, plus deputy, and a request for nominations will be included with the next Online-PRG survey.

At present 18 of the 28 Milton Keynes PPG's have members on MK Commissioning.-

(Action point: David to write to Allison to thank her for her involvement as Red House Surgery's PPG 's representative on MK Commissioning.)

ANY OTHER BUSINESS

No other business to be discussed.

DATES OF NEXT MEETINGS

Core Group meeting - Tuesday, 6th November 2012 at 12.30 pm

PPG meeting - Tuesday, 13th November 2012 at 6.15 pm