



**Minutes of the Patient Participation Group Meeting  
held on Tuesday, 9<sup>th</sup> January 2012**

**Present**

Graham Perry (Chair), Christine Cartwright, Sheila Dale, Angela Lovell, Dorothy Lloyd, David Lloyd, Michael Whitehand, Anne Nash, Sylvia Ellwood, Betty Moon, John West, Rosi Shunmoogum, John Neale, Gordon Lovell, Fay Read, Allison Carlton, Jane Hanlon (Practice Manager), Dr Staten (GP) and Dr Goodman (GP).

**Apologies**

Toni Rampello, Nigel Vaughan, Bonnie Twynham, Claire-Louise Nixon, Judith Westell, Robert Lea and Maureen Gladwin.

**PPG/PRG Representative Elections**

Prior to continuing with the business of the PPG meeting, Graham introduced Kim Foy-Olowu, Practice Manager Representative of MK Commissioning and Rosemary James, Patient Representative who agreed to give a presentation on the election process for the Patient Congress assisted by Kim.

During a Power Point presentation, they explained the structure of representation from PPG's/PRG's, through the PPG Congress to Programme Boards and on to the MK Commissioning Board. We were informed that all members of our PPG or PRG will be given the opportunity to stand for election, which must be fair and transparent. The election must be minuted to ensure there is evidence that it was open to all. Anyone wishing to stand for election to represent the Red House Surgery on the PPG Congress should declare any conflicts of interest and fully understand they are standing to represent their practice and no other organisation.

The date for the election to the PPG Congress is now to be completed by Monday, 6<sup>th</sup> February 2012 with the intention of the fully elected Congress meeting for the first time in mid-February. Any Red House Surgery patient can either nominate themselves or nominate another Red House Surgery patient (with their permission) to the election process by contacting Jane Hanlon, Practice Manager at The Red House Surgery. Nominees would be required to complete a personal profile and David mentioned that the election could be done using Survey Monkey. It was agreed that in the absence of our elected person not being able to attend an MK Commissioning meeting we should send another PPG representative so that our PPG is represented.

It was reported that the intention is that MK Commissioning will meet bi-monthly or as required and that an MK Commissioning website is in the process of being set up.

## **Adoption of Minutes**

The minutes of the meeting held on 13<sup>th</sup> December 2011 were agreed as being an accurate record of the meeting. Graham mentioned that future minutes will be circulated to the Core Group prior to circulation to PPG members for adoption.

## **Review of Action Point**

### Walking Group

We were informed that Judith has Vicki Clark, Fit for Life Co-ordinator, coming to talk to her on Wednesday, 8<sup>th</sup> February regarding starting a walking group. Christine, Maureen and Fay are also hoping to attend.

## **Matters Arising**

### Communications from last month's Guest Speakers

It was reported that emails had been received from both Gill Priest and Julie Goodman, our speakers at the December 2011 PPG Meeting, saying what a delight it was to meet us and what a welcoming and engaging group our PPG is. They would be happy to come again in the future if asked.

### Mulled wine and refreshments, December PPG meeting

David thanked Graham for his assistance in providing refreshments for this meeting along with Angela and Gordon who undertook the preparation of the mulled wine at home and transported it to the surgery along with the warmed mince pies and sausage rolls.

### Future Guest Speakers

An update on speakers for future meetings was announced.

Tuesday, 14<sup>th</sup> February. Already arranged. Pauline Jarvis from Action on Hearing Loss, Milton Keynes Sensory Services.

Tuesday, 10<sup>th</sup> April. Judith hopes to have a speaker talking about the work of the Samaritans.

Monday, 11<sup>th</sup> June. Judith will be contacting MK Diabetes Care with a view to arranging a speaker for this meeting.

### Patient Representative Group – DES Update (David Lloyd)

David updated us on progress regarding the Virtual-Patient Reference Group project.

## ***Registration of v-PRG members***

1. This process is continuing well and there are now 247 Red House Surgery patients registered as v-PRG members.
2. It appears that about 18 PPG members have not registered with the v-PRG. It is possible that there may have been some confusion between the pilot test and the real collection.

3. Managing the list will be a continuing task. Work is in progress with the secretarial staff at the Surgery to develop procedures for regularly updating the membership list.

### ***Survey One: Appointments & privacy***

1. As reported at the last meeting this survey went live in late November, and the cut off date will be early next week.
2. So far we have had 164 responses. Inevitably the 18 PPG members have not completed this survey. We will not be sending out further invitations or reminders – if anyone is willing to spend 4-5 minutes please log on to the site using the link available from David.
3. We have found a problem with the Survey Monkey software. It can only accept one response from any individual internet connection. A rather crude and time consuming work-round has been used for the Survey One, however it is hoped that Survey Monkey can provide a better solution.
4. A simple analysis has been made of the first 155 responses. These are generally very positive. However a significant number of members are not at all satisfied with procedures for securing appointments a few days ahead, and at times of day that they find are convenient
5. A more detailed analysis will be prepared for the end of this month for the surgery website. Further data-mining will take place over the next few months to try to establish if there are any particular patterns between the demographic data and particular concerns or problems
6. It is hoped that the surgery will be able to agree a development plan to respond to the survey results, this will again be available using a link on the website.

### ***The Red House Surgery patient representative***

1. In accordance with the requirements set out by MK Commissioning all members of the v-PRG have been offered the opportunity to nominate themselves as patient representative. The Survey Monkey service has been used for distributing invitations and is available for collecting nominations.

### **GP Update**

Dr Staten thanked all, particularly David, for their help and support over the past year.

He reported that the GP's are starting their elections to the MK Commissioning Board. Nominations go in next week and then nominees are required to submit their CV's.

The surgery is in discussion with a security company with regards to installing CCTV cameras in the upstairs waiting area and downstairs directed to the back door area. These will give 7 day recordings so that any incidents can be viewed retrospectively. There will be one monitor upstairs and one downstairs so that action can be taken on any incident that may occur.

Negotiations are continuing with the neighbouring pharmacy with regard to the changes to the car park and having an “in and out” system with appropriate line painting and signs including a sign requesting that people only use the car park when visiting the surgery or pharmacy. It is hoped that this work will commence shortly.

### **Any Other Business**

#### Newsletter Mailing Update

Angela reported that 400 copies of the Red House Surgery’s Autumn Newsletter, together with a letter from the PPG Chairman and information regarding our Virtual Patient Reference Group, have been prepared for despatch to patients who have not been seen at the surgery for 3 years. Once the surgery staff have labelled the envelopes (confidentiality) they will be despatched. *(Confirmed – now despatched)*

#### South Central Ambulance Service

Jane informed the meeting that she had received a communication from South Central Ambulance Service NHS Trust asking people to become a member of the Trust. The information will be put on the PPG website and she also offered to email this to PPG members. *(To become a member of the Trust an on-line form on [www.southcentralambulance.nhs.uk/foundation-trust/becomea\\_member.ashx](http://www.southcentralambulance.nhs.uk/foundation-trust/becomea_member.ashx) should be completed.)*

#### Clinical Commissioning Group meeting – 15<sup>th</sup> December 2011

Michael attended the above meeting on behalf of our PPG and he has provided us with a report on the meeting.

### **Dates of Next Meetings**

Core Group Meeting - Tuesday, 7<sup>th</sup> February, 2012 at 12.30 pm  
PPG Meeting - Tuesday, 14<sup>th</sup> February, 2012 at 6.15 pm