



Minutes of the Patient Participation Group Meeting held on 13th November 2012

Agenda Item 1. Present

David Lloyd (Chairman), John West, Maureen Gladwin, Gordon Lovell, Graham Perry, Nigel Vaughan, Rosi Shunmoogum, Jan Lloyd, Betty Moon, Sheila Dale, John Neale, Allison Carlton, Michael Whitehand, Jane Hanlon (Practice Manager), Dr Paul Staten (GP), Dr Nigel Bunting (GP), and Angela Lovell.

Agenda Item 2. Apologies

Judith Westell, Fay Read, Christine Cartwright, Mark Pitman, Robert Lea, Dorothy Lloyd, Anne Nash, Sylvia Ellwood, Bonnie Twynham and Claire-Louise Nixon.

Agenda Item 3. To welcome visitors from Bedford Street PPG

David introduced our invited guests, Brenda Kesterton from Bedford Street Surgery's PPG and Frank Newberry from Furzton Surgery's PPG who were attending our PPG meeting to gain some ideas on how we run our PPG meetings and the activities and projects we arrange. These 2 surgeries are linked. They were made very welcome.

Agenda Item 4. Adoption of minutes

Two amendments were requested to the October 2012 PPG draft minutes. Agenda item 6, last paragraph. "Walking group poster" to be changed to "Walking group leaflet" and "St Martin's" to be replaced by "Queensway Methodist Church Hall". The minutes were then adopted as an accurate record of the meeting.

Agenda Item 5. Matters arising not covered elsewhere

- (a) Flu Clinic held on Saturday, 3rd November 2012 We were informed that £211 was raised by the sale of raffle tickets at this flu clinic. This, together with money raised at the previous flu clinic in September, gives a total of £502 for PPG funds which will be used to fund the printing of the Winter 2012 newsletter. Thanks were extended to all who assisted in any way.
- (b) Red House Rovers Walking Group It was reported that the last walk took place on 24th October and the next is scheduled for 22nd November meeting at 2 pm at the Surgery.
- (c) Toys in the waiting room - Update Following our last meeting, this had been discussed among the Partners who gave their agreement to the purchase of suitable toys for the 2 waiting areas. Jane mentioned that these were

purchased, one for upstairs and one for downstairs. They have proved very popular but unfortunately one has been damaged.

- (d) Involvement of students in the PPG and Online-PRG There is nothing to report to date on this.
- (e) PPG strap line on the waiting room video display Graham informed us that he has done a matrix of sign posts which can be selected as required. David thanked him for doing this. These will now need to be put on the system by Jane.

Agenda Item 6. News of the Red House Champions Project

Jan reported that she is in touch with a contact regarding making a poster advertising the Red House Champions Project and will report back at the next PPG meeting.

Agenda Item 7. To report that David has responded on our behalf to Mr Nadim Noor concerning anxieties expressed about travel to and from Bedford Hospital.

Following discussion at last month's PPG meeting, David informed us that he has written to Mr Noor thanking him for his letter.

Agenda Item 8. Dates for meetings in 2013: To note the proposed schedule of dates

It was noted that the dates for 2013 PPG meetings were circulated to PPG members prior to this meeting. David mentioned that they had been agreed at the Core Group meeting the previous week and will again take place on a rota basis, ie Mondays, Tuesdays and Wednesdays. A copy will be posted on the PPG notice board.

Agenda Item 9. Update of the current consultation exercise

David gave an update of progress with the present consultation exercise and asked for willing PPG members to let him have their email addresses to pilot test the survey to see if any changes needed to be made. The new version has been produced following responses in a recent 'parlour game'. It is hoped that the survey will be on-line next week.

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

Dr Staten, together with input from Jane, updated us as follows:-

- ❖ The introduction of the new computer system went well and within 2-3 days staff found it was comfortable to use. The Red House Surgery is the first surgery in Milton Keynes to have the new computer system installed which is called SystemOne.
- ❖ In order for patients to link in to the new computer system to order their repeat prescriptions it will be necessary to change the link on the website. All patients currently using this system will need to re-register to use this facility but it is felt that this will be worthwhile. With the new system patients will be presented with a drop down list of all their repeat medication to choose from

rather than having to input what they require. It is hoped that this changeover will take place in the New Year and will be publicised to those currently using the on-line facility. Once this is up and working consideration can then be given to other facilities available via the website link.

- ❖ There is no further news on MK Commissioning. At present it is going through an approval system. Although Milton Keynes and Northampton are linked together a considerable number of processes have been adopted from Northampton such as the way finances are claimed, recorded and processed. The Northampton team seem very well organised and therefore, MK is benefiting from their experience which so far seems to be working well.
- ❖ Dr Goodman has decided to retire from General Practice and sadly will be leaving the practice at the end of the year. However, we are delighted to report that Dr Muhsin will be increasing her hours to full-time. Dr Williams will be returning from maternity leave some time around March.
- ❖ Graham asked Dr Staten how well the flu clinics went and if they were getting to the target groups. Dr Staten replied that the clinics were well attended and the practice does try to encourage patients to attend these Saturday clinics whenever possible to allow the practice to then function “normally” during the working week. However, for a variety of reasons this is not always possible and so we do run some smaller clinics during surgery time and also offer ad hoc appointments if necessary. Once the practice has undertaken the main flu clinics it then runs reports for any patients who are in the “at risk groups” and makes contact with them. The practice also places a note on the computer records of these patients to try and pick them up ad hoc. The practice usually hits the high targets for flu vaccinations and should again achieve this in 2012/13. Dr Staten was also asked what his thoughts were on having the PPG selling raffle tickets during the flu clinics. He replied that it helped and created a much nicer atmosphere. All present were impressed how smoothly and efficiently the staff ran the flu clinics. There will be another flu clinic one Thursday but there will be no raffle on that day as normal clinics will run concurrently.

Agenda Item 12. Winter Newsletter: update

Allison, our newsletter Editor, mentioned that due to the large number of interesting and informative articles received she has unfortunately needed to reduce the number of words in some articles in order to accommodate as many as possible. She thanked all those for their contributions and hoped that people would be understanding of the need to some times shorten the pieces which was in no way a criticism but just necessity especially as Nigel has again reiterated the need to keep pieces short and certainly longer articles should be no more than 200 words.

Agenda Item 13. A query about the procedure to gain access for early bird clinics

This was brought up by a patient via a PPG member when he attended an Early Bird appointment. He was surprised that the receptionist had to leave her reception area to open the front door rather than have a button she could press to activate the door so that it opened automatically. It would then alleviate the need for the receptionist to leave her post. This was discussed and Jane commented that this was suggested when

we first undertook extended hours but some other surgeries had suggested that they have not found this helpful as they found visitors/patients tried to use this facility at other times such as before the surgery is open etc which was problematic for staff. However, she agreed it would certainly be worth considering again if any door alterations are undertaken.

Agenda Item 14. ANY OTHER BUSINESS

14(a) Milton Keynes Clinical Commissioning Group's Patient Congress Allison was thanked for representing the Red House Surgery at meetings until her work commitments prevented her from doing so. Gordon has been standing in as our representative until a member of the PPG or on-line PRG is elected to take on this responsibility. David informed us that he would include nominations for a representative when carrying out the next PRG survey.

14(b) Milton Keynes Directory of Public Health David mentioned that he has 2 copies of the Milton Keynes Directory of Public Health which are available for PPG members to read.

14(c) Possibility of visiting Hospital Path Labs David seemed to recall that this was mentioned at a previous PPG meeting and asked how one goes about this taking up this opportunity. Jane kindly agreed to look into this and report back to him.

14(d) Raised flower beds at front of Red House Surgery This subject was brought up by David asking if the PPG could help out improving the look of these raised flower beds as they are looking rather neglected and suggested that related expenses involved in doing this could be funded from PPG funds. All were in agreement with this. A small group, led by Angela, and to include David and Graham, would lead this project. Graham agreed to clear the flower beds and replace the old soil with new ready for planting.

14(e) Refreshments at the December PPG meeting scheduled for Tuesday, 13th December, 2012. It was agreed that, following the success of the meeting prior to Christmas last year, we would follow the meeting this year with mulled wine and mince pies. Graham kindly offered to make the mulled wine. Dr Staten said that the practice would be happy to provide any wine/soft drinks and some mince pies/sausage rolls which Angela kindly agreed to heat up at home and bring in.

Agenda item 15. Dates of next meetings

Core Group Meeting - Wednesday, 5th December 2012 at 12.30 pm

PPG Meeting - Wednesday, 12th December 2012 at 6.15 pm

Our speaker at this PPG meeting will be Mr Gary Ankin who will tell his personal story "My sight loss so far". Our special guest will be Zag, his guide dog.