



Minutes of the Patient Participation Group Meeting held on Tuesday, 13th September 2011

Our Chairman, Graham Perry, was unable to attend the meeting due to illness. In his absence, Angela Lovell acted as Chair. A Get Well Card will be sent to Graham wishing him a full recovery.

All attending the meeting were welcomed and a special welcome was extended to patients who were attending their first PPG meeting.

Present:

Bonnie Twynham, Christine Cartwright, Betty Moon, Claire-Louise Nixon, Sylvia Ellwood, Rosemary Evans, Judith Westell, Sheila Dale, John West, Gordon Lovell, Dr Nigel Fagan (GP), Dr Nigel Bunting (GP), Jane Hanlon (Practice Manager), Jon Lloyd, Dorothy Lloyd, David Lloyd, Allison Carlton, Rosi Shunmoogum, Brenda Adams, Fay Read, Olivia Hanlon and Angela Lovell.

Apologies:

Graham Perry, Maureen Gladwin, Toni Rampello, John Neal, Michael Whitehand, Anne Nash, Nigel Vaughan, Carolyn Mclver and Robert Lea.

Minutes of the PPG Meeting held on 9th August 2011:

Bonnie requested that the last paragraph relating to Osteoporosis be removed. There were no other amendments and the minutes were agreed as being an accurate record of the meeting.

Matters Arising:

The establishment of an Osteoporosis support group in Milton Keynes

Bonnie (BT) provided the following update:-

- A number of actions have been taken since the distribution of the discussion paper submitted in June. These include the circulation of information to other surgeries' Practice Managers by Jane Hanlon, the Red House Practice Manager, and a positive meeting held between BT and Dr. Anne Jenkins, Rheumatologist at the Milton Keynes General Hospital.
- A talk was given by BT to the Whaddon Medical Practice PPG focusing on her personal experience, a brief background on osteoporosis support in Milton Keynes and canvassing support. Those present were informed that the proposed group would welcome patients from all surgeries in Milton Keynes.

The Whaddon PPG was also advised that the group will be user-led and that no clear 'Road Map' could be given pending inputs from targeted users.

- Four additional GP surgeries have expressed interest in supporting the proposed initiative. These are Newport Pagnell, Stony Stratford, Stantonbury and Whaddon.
- The 1st support group meeting will take place on 1st October 2011. Rectory Cottages in Church Green Road, Bletchley had been chosen as the venue based on its cost effectiveness, parking facilities and public transport links.
- A direct mail shot to osteoporotic and osteopenic patients had been made in early September by the Red House Surgery advising details of the proposed meeting. A number of other surgeries also joined in the mail shot.

The response thus far has been encouraging with 39 registering by the close of play on the 13th September. Should the meeting venue exceed full capacity, an afternoon session would be offered.

- Other marketing initiatives inter-alia include posting notices up in local libraries and churches. The use of the LINK website to promote the meeting is being considered.
- A planning meeting has been held between Bonnie and Jill Stansfield to co-ordinate the 1st support group meeting. It was agreed that Jill will take the chair until the group is formally established and a democratic vote can take place. Bonnie advised the meeting that Jill had served as Strategic Director for Learning and Development at the Milton Keynes Council from 1997 to 2002 and as Executive Director for Community Service in Barnet in London from 2002 to 2009, when she retired. Jill brings with her considerable experience in community service and osteoporosis related knowledge.

In conclusion, Bonnie extended her personal thanks to all Red House Surgery GPs and staff and in particular Jane Hanlon, the Practice Manager for their solid support towards the establishment of this support group.

New Items

Clinical Commissioning Group (CCG) - Report from Consultative Meeting

A brief summary of a meeting held on Friday, 9th September 2011 was given by Red House PPG delegates who attended the meeting.

This consultative meeting was held at Whaddon House Medical Centre for patients and PPG representatives from Premier MK Practices. Six Practice Managers and representatives from 11 GP Practices, including Red House Surgery attended. The main purpose of the meeting was to engage with patients to try to find out what they wanted in terms of representation in an enlarged Clinical Commission Group.

Dr Darren Moore, Chairman of Premier MK, answered questions from the floor which reinforced the patients strongly expressed desire that we move the consultation process forward without delay.

The point was made that at present there is no merged organization between the 2 Milton Keynes CCG's but that the meeting was there to set the ball rolling for when

there is and to give negotiators a firm steer on what patients are expecting from them and that this is done with the validity of a consultation process with them. Finally it was stressed that the follow-up process should continue without delay.

GP Update

It was reported that flu clinics will be held on Saturday, 8th October 2011 from 8.30 am to 3.00 pm and on Saturday, 22nd October 2011 from 8.30 am to 1 pm. It was decided to hold raffles at these clinics to raise funds for the PPG. We already have some prizes.

Dr Staten is mainly involved with the Clinical Commissioning Group and in his absence no further information was available at this time.

It was reported that Belinda, physiotherapist, has been offered a contract for 3-4 years and has a period of 10 days in which to sign the contract.

Dr Fagan suggested an excellent speaker from Bucks Vision as a possible speaker at one of our PPG meetings. Judith noted this.

Patient Representative Group – DES Update

David and Graham have agreed to take on the task of working with the GPs to run the DES that will operate in this and the next financial years. In Graham's absence, David explained the scheme: this requires the practice to demonstrate that it has satisfactorily used its best endeavours to run a patient consultation exercise, and to have responded to the outcomes of the consultation. The final report of the project has to be posted on the website before the end of March each year. If the exercise can demonstrate that it has met all of the audit targets then the practice will receive £1.10 for every patient registered. This works out to about £14,000 in each year. It was agreed that given this return the PPG should cooperate in running the DES. There are six 'stages' that we must have completed each year. Stage one is to recruit a significant group of registered patients to agree to respond by email to short questionnaires and surveys about their experience of being a patient here. This stage is being managed by Jane and the GPs, although we may be asked to help later in the year. During this evening's meeting, David engaged with the group to complete stage two, by operating a focus group to identify significant problems that PPG members experience when using the practice. A list of 15 'issues' were identified, and a simple round of voting placed these in rank order. The results of this exercise will be reported at the next PPG meeting. These 'Issues' will now be used to construct a simple electronic survey which will be piloted with PPG members.

Any Other Business

Speaker for October 2011 Meeting

Judith informed the group that she is awaiting confirmation from a possible speaker for our October PPG meeting. She will also put together a list of confirmed speakers for the next few meetings.

(Now confirmed – Anna Kent, Clinical Nurse, Neurology will be our October meeting speaker. She is a community-based health care professional with a wide range of experience and knowledge relating to neurological conditions and rehabilitation.

Newsletter

Attendees were reminded that we aim to produce 2 newsletters a year and that we should put together copy for an Autumn newsletter. Copy was requested and should be sent to Jane, Practice Manager as soon as possible. We would like publication to be as soon as possible but no later than the beginning of November 2011.

Date of next meetings

Core Group Meeting: Monday, 3rd October, 2011 at 12.30 pm

PPG Meeting: Tuesday, 11th October, 2011 at 6.15 pm