

**Minutes of the Patient Participation Group  
Tuesday 9th March 2010  
Red House Surgery, Bletchley**

**Present:** John Agnew  
Sandra Agnew  
Diane Barnes  
Peter Barnes  
Christine Cartwright  
Monica Catelinet  
Sylvia Ellwood  
Maureen Grant  
Jane Hanlon  
Rob Lea  
Tony Mabbott (Chair)  
Dr Huda Muhsin  
Anne Nash  
John Needham  
Graham Perry  
Faye Read  
Dr Paul Staten  
Rose Shunmoogum  
Nigel Vaughan  
Judith Westell  
Michael Whitehand

**Apologies:** Geoffrey Lee  
Angela Lovell  
Carolyn McIver  
John Neale  
Toni Rampello  
Jane Norton  
John Roberts

**1. Welcome**

The Chairman welcomed everyone to the meeting.

**2. Apologies**

As above

**3. Minutes of the last meeting held on**

The minutes, which had been previously circulated were checked, no amendments required and accuracy was agreed.

**4. Matters Arising from the Minutes**

- A. **Prescriptions:** Jane Hanlon had contacted the patient in question, with the option for the patient to contact Jane or Carolyn McIver. No contact had been received from the patient and this was therefore, considered as resolved with no further action required.

- B. **Mirror to assist car parking:** Jane Hanlon provided the costing for the purchase and installation of the mirror, [£500 for the mirror, plus installation costs]. Clarification was sort as to why this equipment was necessary and the group discussed the feasibility of this given the cost implications and lack of evidence that the equipment is actually required.

Action: Revisit the issue in three months

- C. **Automatic Check in System:** Jane Hanlon reported that a desk top automatic check machine has been ordered and the surgery, is now awaiting delivery. The group discussed accessibility to bifocal wearers, including clarity of the screen, size of font, availability of information in different languages, height and angle of the machine when it is installed. Reassurance was given that auto check-in is optional in that the main reception desk would be fully functioning. It is envisaged that the extra reception area would eventually be redundant and in time this space would be utilised as a mini-consultation room.

Action: Update on the use of the automatic check in system at the next Core Group meeting

- D. **Feedback from the Core Group meeting held on 15<sup>th</sup> February 2010:** A number of issues were discussed at the core group meeting:

1. Retention of an in-house physiotherapy service at the practice –the group were informed of the Milton Keynes PCT decision to replace physiotherapy services at individual GP surgeries with a centralised system. It was agreed that the PPG would protest about this, in a timely fashion as the tendering process has already begun and the end of Belinda’s contract on 30<sup>th</sup> September.

Action: Tony Mabbott to draft a letter to MK PCT within 7 days  
Sub-group to be set up consisting of Tony Mabbott, Michael Whitehand, Sylvia Ellwood and Graham Perry.

2. Magazines in the surgery –Rose Shunmoogum has agreed to tidy the magazines in the surgery and dispose of any that are out of date.

3. Space for mobility scooters in the main reception area  
The group received a letter about the allocation of space for mobility scooters in the surgery-

Action: Rose Shunmoogum has agreed to provide an interim response stating that we are looking into the matter.

4. Maureen Grant has agreed to write a short article for the news letter regarding Connexions

5. Ideas for making our PPG more representative of the wider community

Action: Carolyn McIver has agreed to contact LINK to ascertain how other PPG ensured that their membership is representative of the wider community.

6. Alzheimer’s Group- Sandra Agnew reported on a local Alzheimer’s support group, which is to be set up in Bletchley, Willen and Hilltops. The ethos of the group is to provide drop in centres for people with Alzheimer’s and to promote a positive approach to coping with dementia. At this stage the PPG did not feel they could

offer support to the Alzheimer's group until clarification had been obtained regarding the practical running of the group.

7. Editing of the Newsletter- The question was raised as to "ownership" of the newsletter i.e. PPG, Surgery or a combination of both. Several aspects of the newsletter were discussed, amongst them distribution, the value of providing a tear off slip for comments. It was agreed that the surgery has final veto on articles submitted if necessary and that the newsletter should contain practice specific articles only.

E. **Information Item:** outlined by Tony Mabbott. Concern was expressed about the process of putting items on the agenda, if too many, some would be missed off. This has not materialised so far, the Chair can assure the group all items received will be put on the agenda or carried over to the next meeting. All Red House patients and staff have the right to put an issue forward for discussion.

F. **Organ Transplant:** Monica attended meeting on 20<sup>th</sup> launch of MK health trust support for national campaign to increase the number of organ donors in the UK by 50% in five years. Monica summarised the meeting, provided data regarding discussing your wishes with family and friends, number of UK donors, types of donors required and informed the group how they could register as organ donors.

G. **Newsletter:** see section 4 above point D.7

H. **Contact List:** Tony Mabbott explained the request for group members contact details

Action: It was agreed that should group members wish to pass on their details they do so directly to the chair or vice chair.

## **5. GP Update**

Nothing to report at this meeting

## **6. LINK & NAPP**

Information continues to be gathered on both of these groups nothing to report at this meeting.

## **7. New Business**

- a) BMA Campaign- Dr Staten summarised the detail of the BMA campaign to reduce commercialisation in the NHS. The practice does not campaign on this, but there are posters providing further information displayed in the surgery. Individuals have the opportunity to express their point of view via, the British Medical Association, Look after our NHS team [www. lookafterournhs.org.uk](http://www.lookafterournhs.org.uk)
- b) Listening by the NHS Milton Keynes- Anne presented a letter from Gillian Prager, Director of Clinical Standards, Engagement & Workforce. A series of four drop-in sessions are being held details have been circulated to members. Anne is to attend on 12<sup>th</sup> March and report back to the PPG.

## **8. Suggestion Box**

Rosie reported back see matters arising section D3 above [report from Core Group meeting]

## **9. Finance**

Jane Hanlon reported that the PPG has £592.72 in its account. There are currently two signatories Jane Hanlon and Sandra Oak.

## **10. AOB:**

1. Information Item- Carolyn has volunteered for the 'safeguarding Vulnerable Adults Communication & Stakeholder Engagement Group' for LINK.
2. Pharmacy Update- Rosie Shunmoogum recently attended a Pharmacy update showing the group an information leaflet 'Making the Most of medicines' and informing the group of the next meeting would be held on 15<sup>th</sup> April 2010 2pm-4pm Milton Keynes Hospital outside the Eaglestone restaurant. The community pharmacist is also willing to talk to the PPG, to provide further details about the services they offer.
3. Colon Cancer Testing- Sylvia Ellwood raised the query as to whether testing kits were being provided at Red House Surgery. Practice staff are not involved in supplying kits, as they are being sent out automatically by a central office. Information can be obtained via the NHS Bowel Cancer screening programme on 0800 707 60 60.

## **11. Date and Time of Next Meeting:**

It was agreed that the next meeting would be held on **Tuesday 11<sup>th</sup> May 6pm.**

The meeting was closed at 19.35