

ASPLANDS PATIENT PARTICIPATION GROUP

MEETING 22 January 2019

MINUTES

PRESENT

Graham Youngman (Chair)	Nicki Hall	Dr Roger Norman	
Jennifer Boon	Lin Vorley	Suzan St Maur	Lesley Bell (notes)

APOLOGIES

None received

RESIGNATION

Stef Muzz is no longer with Love Woburn Sands so has stepped down from the PPG. He was thanked for his valuable contribution which has been much appreciated.

MINUTES OF THE LAST MEETING

These were approved and passed without any amendments.

PATIENT GROUP FEEDBACK

- Some problems have occurred as a result of the Bedfordshire/Buckinghamshire boundary. Some patients who have received hospital care in Milton Keynes and have been discharged home into Bedfordshire have experienced a lack of continuity in care and a lack of clarification of who is responsible.
- Patients who need to use the Travel Clinic need to be aware that they should book their appointment as soon as possible and not leave it close to the date of travel. Currently waiting times are 4/5 weeks but this is expected to be reduced when one of the two postholders returns from maternity leave.
- Information about waiting times for the Travel Clinic will be put in the next issue of the PPG newsletter, Hog Sty End booklet and on the TV screen in the Asplands waiting area

SURGERY MATTERS

- 2 new receptionists (Chloe & Christine) and a 3rd starting soon

- A new Health Care Assistant (HCA), Vicky
 - A new Practice Nurse, Emma, will work alongside Laura when she returns from maternity leave.
 - Have a new, temporary phlebotomist
 - Practice provides training for new registrars who work for 6 months alongside GPs in the practice, before moving on and new Registrars arrive.
 - Locums – 2 Drs who work at the University of Buckingham are providing occasional sessions
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- Installed a TV screen in the waiting area at Woburn Sands. Used by the CCG to promote health matters etc but can also be used by the practice to provide information e.g. on the Travel Clinic etc

BEDFORDSHIRE CCG

- Have introduced an 'Extended Access Clinic' 6.30 pm – 8.30pm (by appt. only). Asplands host service Mondays & Thursdays and can book patients into the clinic at Flitwick at the weekend.
- Mid Beds CCG is working together with West Mid Beds CCG

SOCIAL PRESCRIBING

- New post taken up by Louise New working out of Bedford, this is part of a new NHS initiative to introduce social activity, which has been seen as an effective alternative to medication in some instances.
- Patients will be referred to her by their GP when it is a social rather than a medical issue e.g. isolation and form filling for support services.
- Will get a social group together (walking?) and link into Love Woburn Sands
There has already been around 15 referrals
- Puzzle Centre, based in Winslow, helps families with children with Autism. Seeking to build a national centre in Milton Keynes.
Don't need a formal diagnosis to attend, take children from 1 year upwards and provide home support by outreach staff.
Web page link <http://www.puzzlecentre.org.uk/>

HELPING HANDS

- Now been going 5 years

- 50 people attended the Christmas tea party
- Took 18 people to the local pantomime.
- Woburn Sands HH now active and growing
- Need to work more closely with the Love Woburn Sands Community Taxi as it doesn't run every day

SYSTEM ONE INTEGRATED CARE PLAN

- MK CCG, in conjunction with representatives from GP practices, MK Council, MK Hospital etc is in the process of developing an integrated care plan for frail older people, based on System One
- This will initially be rolled out within Milton Keynes.
- However, it is hoped to extend its use/application to GP practices bordering on MK in due course.
- The PPG will be kept updated on progress.

NEWSLETTER

- Feedback was generally very positive.
- Requested the new editor of Christian News included the PPG newsletter twice yearly, some difficulties with contacting him.
- Need to ensure the printed version clarifies that it is a newsletter prepared by patients for patients.
- Need to promote the newsletter on the TV screen in the waiting area at Asplands and have printed copies available.
- Possibility of putting some printed copies (laminated?) in the Community Taxi
- Make the next issue in the Spring more general about providing information on services which are available in Asplands and which are available elsewhere (e.g. podiatry now in Flitwick)
- Provide background information on the staff.
- Jennifer will put the content together and Nicky will put it into the newsletter format.

MK CANCER PATIENT PARTNERSHIP

- Set up workshops on Cancer and Beyond. Run the workshops within GP practices in and around MK. Proved to be extremely popular.
- Format – start 5.30 with tea & biscuits, then 1-hour presentation followed by time to network. Provides mutual support
- Workshop to be run in Asplands – possibly in April
- Provides support for families including children
- Also provides a useful learning curve for staff & medics.
- Also set up walking groups 'Walking for Health'.

- **LOCALITY PATIENT GROUP**

- Not working as effectively as expected – unsure where the group is going.
- Very limited two-way feed of information, which was the objective of the LPPG group.
- The group feels they have limited contact and influence with the Commissioning Group.

New government directives on patient participation being published.

Web link <https://www.networks.nhs.uk/networks/news/patient-and-community-engagement-indicator-in-the-ccg-improvement-and-assessment-framework>

AOB

- There are intentions to separate the reception area from the seating/waiting area to provide greater privacy at reception. This led to discussion on the best way to do this.
- Principal suggestion was the use of portable screens acting as baffles between the reception and the seating area.
- A number of patients have commented in the difficulty in contacting the MSK service (Circle) by phone. One patient tried 6 times in a week and had no calls returned, another gave up in the end and arranged private physio treatment. The MSK web site shows a considerable number of complaints about non-telephone response. Web link <https://www.nhs.uk/Services/clinics/Overview/DefaultView.aspx?id=111392>
- March 7th a special event is to be held at the Sculpture Gallery in Woburn to raise money for the new Cancer Unit at MK Hospital (contact Suze)

DATE OF NEXT MEETING

Tuesday 30th April 2019 2pm at Asplands.

(Lesley Bell gave her apologies in advance)