

**ASHFIELD MEDICAL CENTRE
Patient Participation Group**

Ashfield Medical Centre
1 Perrydown, Wastel,
Beanhill, Milton Keynes.
MK6 4NH

Meeting Held on 25th September 2014 at 6:00pm

In Attendance:

Joan Baines, Louise Barton (Practice Manager), David Carrel, Theresa Keeves, Jean Mattinsley, Barbara Nash, Brian Slack, Alan Twist, Anona Twist, Sue Ward

Apologies:

David Cook, John Cole, Paulette Cole, Pauline Ikin, Stan Keeves, Mike Joshi, Tina Sanders

1. Approval of Previous Minutes

Minutes of previous meeting (13th August 2014) were approved.

2. Update on Actions from the Previous Meeting

Action 2.1: Volunteers urgently needed to help run the PPG. Request for volunteers has been included in the Newsletter.

(Re Action 2.2): As from Monday 29th September 2014 it should be possible to book a doctor's appointment on the day via SystemOnline (as well as future appointments).

(Re Action 2.3): The Grove Practice has held a meeting with their PPG, but we have had no feedback as yet re the development of an enhanced service for treatment of leg ulcers.

Action 2.2: Louise to obtain feedback from the Grove Practice and their PPG on how we may progress the development of a combined leg ulcer treatment service.

(Re Action 2.4): Draft Newsletter content was emailed to the Practice on 17th September. Gemma has constructed the Newsletter, which was published the following week.

(Re Action 2.5): Louise is still waiting for Boots to consolidate their work processes to resolve issues some patients are experiencing with their Prescription Service.

Action 2.3: Louise to update on the agreed way forward with the Boots Prescription Service.

3. Ashfield Practice Update

Receptionists Sheila and Trish are both retiring (in November and December). The Practice is now advertising for three additional receptionists.

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The Healthcare Assistant will be going on maternity leave – a replacement (Amanda) has already been recruited to start in October.

The Practice is very conscious that patients are experiencing difficulties getting through to reception on the phone, particularly at the start of the day. They will be reviewing the telephone contract to see if anything better can be delivered.

Action 3.1: Louise to update on any progress with reviewing the telephony contract.

A physiotherapist is available at the Practice four afternoons a week (not Tuesdays) - patients need a referral from their doctor.

A dermatologist is available at the Practice once a month – patients require a referral from their doctor.

4. Milton Keynes Health Review Update

The Redhouse PPG has written to the Clinical Commissioning group under the freedom of information act to understand who authorised the huge spend on the health review. They are still waiting for a response.

Healthwatch MK advertised a public meeting of the Milton Keynes and Bedfordshire Health Review on 1st October at Christ the Cornerstone Church, Milton Keynes. The meeting is to present the findings so far and options worked through, so that local people can understand what the options mean and help to narrow them down further. The meeting has been postponed, with no revised date advertised as yet. To register to attend the meeting go to: www.miltonkeynesccg.nhs.uk/events, email mkccg.review@nhs.net or call 01908 278738.

5. Forthcoming Events

Establish a Leg Ulcer Clinic with local Practices / PPGs. The target is to have a service set up by the end of October 2014.

MacMillan Coffee Morning - National event on Friday 26th September 2014.

Publish the next Ashfield PPG / Practice Newsletter by mid September 2014.

Flu Vaccinations Clinics: Saturday 4th and Saturday 11th October 2014 (8:00 am to 12:00 / 12:30).

6. Any Other Business

There have been 47 new PPG memberships since the last meeting, bringing the PPG membership to 220 (36 Active members, 184 Virtual members).

Jean is in discussion with the MK Cancer Patient Participation Group on how we can work together for the benefit of our cancer patients and their families.

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Action 6.1: Jean to further discussions with MK Cancer PPG and invite a representative to our PPG meeting.

There are three surgeries (Hilltops, Stony Stratford, and Newport) trialing an electronic prescribing system (EPS2) which automatically takes the prescription through to the pharmacy. It is estimated that it will take 3 to 4 months to get the processes working and to evaluate it. The target is to get this process up and running in the latter part of 2015.

7. Date of Next Meeting

The next meeting will be held at **6:00pm on Tuesday 11th November 2014** at the Ashfield Medical Centre.

Please can you also note the following dates for further PPG Meetings:

Wednesday 7th January 2015
Thursday 19th February 2015
Tuesday 7th April 2015
Wednesday 20th May 2015
Thursday 2nd July 2015 (AGM Meeting)