

MINUTES OF THE MEETING HELD ON

TUESDAY 17th SEPTEMBER 2024

BEDFORD STREET SURGERY 12.30hrs – 13.30hrs

Members present

Bedford Street Surgery

Mike & Caroline Pearson, Roger Bradbury, Jenny Haynes, Jill Perusko, Tracy Blackmore. (Practice Manager)

Furzton Medical Centre

Terrence Dawes, Jenny Honhold.

Apologies

Trevor Powell, John Chapman.

Non-Attendees: Frank Newberry, Peter Sear.

Marion Jolly has stepped down as a member of the PPG.

1 Welcome and introduction.

This was our first meeting since our AGM. New elected Chair Mike Pearson, Vice Chair Terrence Daws, Minute Secretary Roger Bradbury.

2 Minutes of Previous Meeting 9-7-24 (AGM)

Minutes circulated and agreed. Proposed: Terry, Seconded: Jenny Haynes. Roger pointed out that the Minutes of the Meeting 14th May had not been approved prior to the AGM meeting.

These were subsequently approved. Proposed: Caroline, Seconded Jenny Honhold.

3 Review of Actions and Matters Arising

4 14th May – there were none.

9th July there were none.

4 Availability of PPG Minutes

It was proposed we expand the link on the Practice Website to include the Agenda and subsequent Minutes of meetings on the PPG information page.

AP: Tracy to pursue with Una Nolan (Data Officer)

5 Review of PPG Aims and Objectives

Mike proposed we review the PPG Policy and our Terms of Reference to ascertain that we are complying with these and to seek any updates amendments or improvements we may make in the way the Group functions. It was apparent that some of the group and the newer members may not have seen these documents or remember them.

AP: Roger to search his files and records. Trevor may also have copies. Forward findings to Mike and Terry. Agenda item for next meeting.

6 Practice Manager Liaison and GP Representative

Tracy introduced Lauren McPhee to the Group who is a Care Coordinator. Lauren collates patients' health issues and arranges recalls etc for health monitoring such as Diabetes, COPD, Heart conditions and blood tests. Lauren has also represented the practice at the Pathfinder group events. Tracy proposed that Lauren be the PPG liaison between the practice and the group for Website requests. Lauren was welcomed.

The PPG was informed that Dr Stranks and Dr Mohsha are female GP's specializing in women's health and operate menopause consultations as part of their clinics.

The Physio Kelly has now left the practice and a replacement is being sought. This is a busy time of year with the Flu and Covid clinics and an Asthma clinic in November.

There is also a roll out of the new RSV vaccine (Respiratory Syncytial Virus) for patients between 75-79 years which patients will be invited in for. They may be offered the shingles or pneumococcal vaccine at the same time.

A reminder of our PCN (Primary Care Network) **BEDFORD St & FURZTON, WESTCROFT, WESTFIELD Rd and PARKSIDE.**

7 Newsletter

Thoughts for the next Newsletter included drawing patients' attention to the the PPG page, the Autumn Covid Vaccine on the website. The practice is also planning continuing to develop appointments for patients with long term conditions such as Asthma, Diabetes & Heart conditions so that they only need one appointment for follow ups.

8 PPG Web Content

Please refer to item 4.

9 External meetings

There is a second meeting of the PPG Collaboration meeting on 1st October led by the Red House Surgery. This is a meeting of our Primary Care Network PPG Groups. The first meeting established our ground rules and the second meeting has a full Agenda to seek a way forward in engaging with patients and establishing best practices.

A meeting was held by the ICB & Healthwatch attended by Roger, Terry, Mike & Caroline. This was a review of the Denny Report into the inequalities in the local Health Service. We all agreed this is one of the best meetings we have been to since the inception of the ICB.

There have been several events under the umbrella of the Pathfinder Group in collaboration with the ICB & Milton Keynes City Council. These are to engage with Local Residents and offer a support network and reach out to those on the fringe of society.

10 Patient Feedback

Arranging an appointment for a Diabetic Check was raised. Tracy advised that interim blood tests etc. can be arranged but when a full Diabetic review is required appointments are limited as Ava is only available once a week.

It was noted that there seems to be no mention of the PPG on the rolling screen at either surgery.

AP: Tracy will follow up.

Mike proposed the group consider ways we can improve the Friends & Family Survey. The only option at present is a text to patients for their feedback once they have had an appointment.

AP: Mike to consider an action plan or review as a next Agenda item.

11 Managing Patients Expectations

What information can we make available to patients regarding the PPG and the form should they wish to join the PPG? Carried over to next Agenda.

AP: Mike to review.

12 PPG Outreach

Carried over to next meeting due to time constraints.

13 PPG Action Plan

Carried over to next meeting due to time constraints.

14 Dates of next meetings

12th November 2024

14th January 2025

15 AOB

The issue of non-attendees at the meetings and without apologies was raised. It was suggested we should refer to, or review our Group policy/TOR to seek a Resolution.

AP Add to next meeting Agenda Item

Exploration the option of a virtual member's sub group.

AP. Add to next meeting Agenda Item.

The meeting closed at 13:50.

