

**BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE
PATIENT PARTICIPATION GROUP (PPG)**

MINUTES OF THE MEETING HELD ON 14th JANUARY 2025

AT BEDFORD STREET SURGERY 12:30hrs to 13:55hrs

Members Present: -

Bedford Street: Mike (Chair), Roger (Minute Secretary), Jenny 'B', Caroline, Brighde, Cath.

Furzton: Jenny 'F'

Apologies: Terry, Trevor.

Non-Attendees: John, Jill, Anne,

Practice Representatives: Tracy (Practice Manager), Una (Data Manager) and Dr Jahngir.

(1) Welcome and Introductions

Mike welcomed all to the meeting. Introductions were made and a warm welcome extended.

(4) Practice Manager Liaison and GP representative update

As Dr Jahngir had other appointments Mike proposed we move to Item **4 on the agenda**.

Tracy informed us that the extra vaccination clinics had gone well considering the extra pressure on the practice.

We discussed the "Full Triage" system that some other practices were adopting.

Tracy confirmed they would continue with the current system at the practice. We agreed this is working well and with the various options open to patients.

"You said we did" The practice has updated the website link. There is access to the PPG link with meeting information and minutes., also the latest practice Newsletter and various self-care and wellbeing information. We were requested to access the website and provide feedback.

There were 321 "did not attend" (DNA'S) failed appointments last month. We are aware this is an ongoing problem, and possible solutions are being sought at our PPG meetings. Patients need to be aware also that they can cancel appointments on line.

The practice is considering the following review options:

(a) The post of an Admin Assistant.

(b) If there are no available appointments on the day and the patient feels the need for further options, they will be requested to fill in the on-line advice request form. The paramedics will review the request and respond to the patient accordingly. The Group were initially in favour of these proposals.

(2) Approval of the minutes of the meeting held on 12th November 2025

Circulated to all prior to the meeting. Confirmed as a true record.

Proposed by Jenny F. Seconded by Jenny B.

(3) Matters Arising or Amendments

There were none outstanding.

(4) Brought forward Practice Manager Liaison. (Please see previous page).

(5) GP-Patient Survey Results (circulated): Observations (Mike)

Ongoing. We raised the question as to what percentage area the survey covered between the Bletchley and Furzton Practices. This was approximately 40% MK2 & 60% MK3, approximately 6-7,000 patients MK2 and 9,000 patients MK3.

Regarding the extended services being offered. Patients are being offered appointments at external hubs and clinics instead of having to attend hospital. This will also ease the pressure on the hospital.

(6) Quality and Outcomes Framework

We highlighted the Cholesterol follow up treatment figures. This we felt needed highlighting further. There does not seem to be an ongoing monitoring procedure as in other medical conditions. Tracy agreed to raise this with the practice at their next review meeting.

AP: Tracy to report back at the next PPG meeting.

The practice has an ongoing Weight Loss Support programme.

(7/8) PPG Policy and Terms of Reference

Ongoing. These are under review. Further to our recent extraordinary meeting there are one or two updates and amendments being reviewed. Ultimately Mike will liaise with Tracy and the Practice to finalise the content between the Practice and PPG.

(9) External Meetings Attended

Roger and Jenny attended the Pathfinder Group's "Bletchley Get Together" on the 16th December. They were disappointed with the footfall of residents but it was a good networking opportunity to meet other volunteer and support groups. No new members to the PPG were forthcoming.

(10) PPG Outreach - Open Forums - Dates & Venues

Ongoing. Seeking alternative locations at either Bletchley or Furzton and the possibility of an evening event? We suggested the AGM be held at Furzton location.

AP: Roger to contact Terry to establish availability of the church centre.

(11) Activity Plan

Ongoing. Document circulated. To be expanded further meetings. (Mike)

(12) Date of Next Meeting [Tuesday 11th March.](#)

AOB:

Newsletter

The next proposed date is March. Members were requested to consider the content and to please let Mike or Roger know their suggestions.

Caroline informed us that the Eye clinic currently held at MKUH is re-locating to premises at the rear of Lloyd Court CMK. On being given the opportunity to visit the location as a person with vision impairment, Caroline was able to give feedback on the proposed development and the difficulties she encountered. There is no proposed date for the transfer yet.

Proposed meeting Dates for 2025: [11th March](#)----[8th April/AGM](#)----[13th May](#)----[8th July](#)---[9th September](#)----[11th November.](#)

