

Bedford Street Surgery and Furzton Medical Centre
Patient Participation Group (PPG)

Annual Report 2024-2025

First, I would like to thank our Vice-Chair, Terry and Secretary, Roger for all their support to me and the Patient Participation Group (PPG) over the past year. This has especially helped me to navigate into the role of Chairman. This has involved reviewing the existing Policy Document, PPG Terms of Reference and the Code of Conduct & Ground Rules for the PPG, and taking forward a number of new initiatives.

Second, I have been delighted to welcome a number of new PPG members to the team following recruitment whilst attending vaccination clinics at both Bedford Street Surgery and Furzton Medical Centre during the year. I would like to thank all those PPG members that supported these clinics, spending time talking to patients and gathering their views on service improvements they would like to see introduced.

The PPG reviewed the most recent published results of both the “Family and Friends Test” (FFT) and the NHS GP-Patient Survey, and positive comparisons made with the results for other local GP Practices of similar patient demographics. The FFT results and appointments released each month are now published on the Practice website. “You said: They did”.

Inevitably, the GP appointment booking system attracted much patient feedback and discussion. After consultation with staff, improvements have been made to reduce early morning telephone call-waiting times by introducing a call-back option for patients. Additionally, following consultation with the PPG, the Practice decided to maintain the option of telephone bookings, rather than switch to an online triage system that other local GP Practices have adopted.

During the year, PPG members have attended a number of external meetings with members of other PPG to share ideas and working practices. PPG Members also supported the “Bletchley Get Together” events held at Bletchley Library and West Bletchley Community Centre, focussing on local community health matters and listening to patient’s concerns.

The PPG continues to liaise with the staff and management across both surgeries and are grateful for the support of the Practice management and staff. The introduction of new working systems and services are always challenging for both patients and staff alike.

The Practice has launched its new website with lots of new features that encourage greater flexibility in patient interactions. The website also provides visibility of PPG meeting minutes and Practice & PPG Newsletters. Community Group Information on the PPG page provides general information about health and related matters, and details of groups offering support to patients in their local communities.

Patients signing up to become PPG members may also join the newly created PPG Patient Voices Group to receive bulletins and health related information on a regular basis.

All in all, I believe the PPG is fulfilling its role in gathering the views of patients on services delivered and for the Practice to obtain feedback from its registered patients about the services it provides.

Mike Pearson
Chairman, Patient Participation Group
Bedford Street Surgery & Furzton Medical Centre

8th April 2025