

# Bedford Street Surgery & Furzton Medical Centre

## Patient Participation Group

### MINUTES OF THE MEETING

Tuesday 13<sup>th</sup> MAY 2025 at Bedford Street Surgery



#### **Members Present:**

Bedford Street: Mike (Chair), Roger (Secretary/ Treasurer)  
Jenny 'B', Caroline, Cath

Furzton: Terry (Vice Chair), Jenny 'F'

**Apologies:** Brighde, Trevor

**Practice Representatives:** Tracy (Practice Manager),  
Dr Jahngir (for Item 4 on the agenda)

#### **1. Welcome and Introductions:**

Mike welcomed all to the meeting and introductions made.  
Confirmed re-election of existing committee.

#### **2. Approval of the Minutes of the meeting held on 11<sup>th</sup> March 2025:**

These were confirmed as a true record of events.  
Proposed: Caroline, Seconded: Jenny 'B'.

- 3. Matters arising:** Tracy advised that enquiries had been made as to the sometimes delay in prescriptions being available. This appeared to be a delay in meds supply with Furzton pharmacy. However, procedures were in place to resolve these short-term delays. Investigations are being made to seek a more prominent position for the notice board at Furzton. **AP: Practice**

There appears to be no better alternative position for the information screen display. The speed of the screen change will be adjusted. **AP: Practice**

#### **4. Practice Updates: (Practice Manager & GP Representative)**

Tracy advised we have Rob as a third Paramedic at the practices. All 3 are located between both practices. Derren is normally at Bedford St and Laura at Furzton. Rob is between both.

The practice has introduced an alternative consultation option. If a patient is advised there are no further appointments available on the day they have the option of the system on line form and can request a call back. The paramedics will review the request and respond accordingly.

Atiqah is back on duty and Sarah is in place as Admin Clerk for patients records and access.

Roger wished to pass to the practice thanks from patients to Dr Wahid for his care and attention.

#### **5. Patient Open Forums:**

To pursue the option of an On-Line forum

Consider a Facebook Page

Tracy offered to filter some patient reviews she receives to the PPG where they are having difficulties with the booking system or the Practice Website. Perhaps we can offer further assistance. Agreed.

#### **6 SystemOnline Patient Records:**

Mike raised a query on Digital Security.

Tracy confirmed the system and practice database is Digital Protection compliant.

There is also the NHS patient portal or App as an alternative option if patients prefer.

#### **7 Practice Protected Training Time:**

We asked if it would be possible to hold alternative PPG meetings during this time the practice is closed. Tracy agreed this could be an option to bear in mind.

**8 External Meetings Attended:**

Mike and Caroline attended a Staying Steady meeting on Falls Prevention. Leaflet circulated and to be posted on the PPG Website. **AP: Practice**

**9 Online complaints form (PDF):**

Mike highlighted a difficult with the PDF format.  
Data Comms will amend. **AP: Practice**

**10 Review of PPG Activity Plan:**

Gaps in membership demographic. Recruitment options.  
Options to make more use of the TXT/MSG service to highlight the PPG. **AP: Practice**

**11 AOB:**

Terry raised an issue regarding Blood Test requests after a hospital appointment. It is apparent that if a Consultant or Dr requires a blood test from you they should send a referral request to the hospital direct and not send you back to your GP.

You will need your MRN/Hospital number when you present yourself to the unit.

Mention was made to clarify the function of the Maple Unit at the Hospital. It is within the Hospital that patients can be referred to for non-A&E cases.

Roger will gather further information. **AP: PPG**

It has been brought to our attention that patients are experiencing protracted delays for treatment at the Ravenscroft Centre.  
Roger requested this be an Agenda item for the next meeting.

The meeting closed at meeting closed at 14:00.

**Next Meeting 8<sup>th</sup> July... At Bedford St Surgery 12:30 pm.**

Scheduled Meetings 2025:-

9<sup>th</sup> September...11<sup>th</sup> November at Bedford St Surgery 12:30 pm.

DRAFT