

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

**MINUTES OF THE MEETING HELD ON 8<sup>th</sup> JULY 2025**

**AT BEDFORD STREET SURGERY 12:30hrs to 13:50hrs**

**Members Present:**

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

Furzton: Terry (Vice Chair).

Apologies: Jenny F, Trevor

Non-Attendees: John, Anne.

**Practice Representatives:** Tracy (Practice Manager), Una (Data Manager)

Apologies from Dr Jahngir who had overlapping appointments.

**(1) Welcome and Introductions:**

Mike welcomed all to the meeting and introductions were made.

**(2) Approval of the Minutes of the meeting held on 13<sup>th</sup> May 2025:**

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

Proposed by Jenny B. Seconded by Caroline.

**(3) Review of Actions/Matters Arising:**

- 3.1 Seeking to re-locate the Furzton PPG notice board, also there are new electrical sockets being installed to relocate the Blood Pressure machine. Ongoing.
- 3.2 The speed of the Furzton screen notice board has been amended.
- 3.3 The "Staying Steady" falls information has been added to the PPG website.
- 3.4 The website online complaints form has been amended.
- 3.5 Confirmation that when a Text Message is sent to patients there can also be a reference to the Patients Group if the patient feels the need.
- 3.6 Maple Unit Information. Roger circulated the MKUH reference to the Unit. Patients can be referred to the unit by their GP or other Health professionals for emergency same day treatment instead of A+E or the Urgent Care Centre/Walk in Centre.

Thanks were extended to Tracy and Una as there were a number of issues that impacted on the day to day running of the practice.

**(4) Practice Developments and Updates:**

Unfortunately, the Reception Manager post has become vacant and a replacement is being sourced. We also have 3 supervisors in post now. One at each site AM and one PM. The 3 Paramedics are in place and cover the triage system where patients have the option of the Online "Contact Us" system when no appointments are available on the day. The system is working well.

**(5) Patient Feedback and Friends & Family Test figures:**

The latest F&FT figures are on the practice website. The most alarming figure is the DNA (Did Not Attend) statistic. There were 326 DNA's this month!

**The total 6-month figure was #1,700#.** The group discussed various reasons for this. It was felt that patients were booking appointments ahead "just in case". With the improved "Contact Us" option it was hoped this would show an improvement.

It was confirmed that if a patient failed to attend their appointment they are sent a Text and this is noted on their record. It was felt perhaps persistent offenders should be targeted for further action.

It was suggested that periodically a pre-prepared text message may be used as a way to signpost patients to visit the PPG page on the practice web site. **AP:** PPG

Mike highlighted the Governments NHS 10-year plan. It appears Healthwatch and NHS England are under threat. It would appear that the proposal is to combine both groups under one umbrella? **AP: Proposed ongoing Agenda item.**

**(6) GP Referrals: Ravenscroft Healthcare:**

This is an ongoing issue with no easy resolution. It appears that Ravenscroft is the first option for GP patient referrals. This is also the first choice on the Referral Management system.

We are aware that two of our PPG members have been waiting 9 and 18months and a patient has waited over 12months for an ongoing condition. We discussed various options in going forward with this:-

(a) To raise our concerns with the MKUH Integrated Care Board (ICB) who are ultimately responsible for contracting these outsourced groups.

(b) To raise our concern with the MKUH Governors committee. Each local area has its own representative. **AP. Proposed ongoing Agenda Item.**

**(7) External Meetings Attended:**

There were none to date.

**(8) AOB:**

Thanks to Terry for arranging a repair to the Hearing Loop Unit at Bedford St. Costs reimbursed.

Roger gave positive feedback on his treatment he is receiving at the Eye Clinic now situated at the rear of Lloyds Court. **NB:** For clarification the annual Diabetic Retinal photography sessions are still at MKUH.

Cath gave positive feedback on the treatment received at the Audiology Unit.

Apparently, they keep your record open for 12 months and patients can contact them with follow up issues instead of reverting back to their GP.

The meeting closed at 13:55.

**Dates of next meetings: All at Bedford St. Surgery at 12:30.**

9<sup>th</sup> September

1<sup>th</sup> November

