

BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON 9th SEPTEMBER 2025

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

Members Present:

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

Furzton: Terry (Vice Chair).

Apologies: Trevor.

Non-Attendees: John, Anne.

Practice Representatives: Tracy (Practice Manager).

Dr Jahngir joined the meeting later.

(1) Welcome and Introductions:

Mike welcomed all to the meeting and introductions were made.

A warm welcome was extended to our guest and proposed new member Sher.

(2) Approval of the Minutes of the meeting held on 13th July 2025:

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

Proposed by Jenny B. Seconded by Terry.

(3) Review of Actions/Matters Arising:

3.1 Text messaging to patients:

The possibility to include an attachment highlighting the PPG and a feedback form. Mike has previously circulated a pro-forma questionnaire for our comment and approval. As there is the NHS Friends and Family Test already, and the NHS comment option available, it was felt that the proposed form is something to be considered at a later date when the practice is free to consider the best way to promote the new form.

3.2 Healthwatch and NHS England:

Whilst we are aware of the Government's proposal to close these organisations they are still functioning bodies at least until April 2026.

3.3 Ravenscroft Health Clinic:

There are still delays in the referral and treatment of patients with Musco-Skeletal conditions. There do seem to be staffing and funding issues.

Jenny "F" informed the Group that she has been referred to Ravenscroft recently. We await a report back on progress.

AP: Tracy offered to raise this with the Practices' ICB contact.

Roger offered to raise this at the MKUH Annual Members meeting on the 6th October or with our local representative on the ICB Governors' committee.

(4) Practice Developments and Updates:

Tracy confirmed the decision that as from the 1st October there will be no appointments available for patients queuing at the surgery doors first thing in the mornings. Despite applications reviewed, Tracy has not found a suitable replacement for the vacant Reception Manager post, Therefore, it has been decided that Una (Data Manager) will become lead Care Co-ordinator and Care Navigator.

(5) PPG Patient Satisfaction Survey Proposal (Mike):

Mike has drafted a Patient Satisfaction Survey questionnaire. This has been circulated to members asking for their feedback and thoughts on this proposal. The general feeling is that this is a good supplement to the NHS Friends and Family Test. However, some of us felt that the questions (10) were too many and may be condensed initially (5) and expanded at a later date.

If required, Tracy proposed, and the Group agreed, that we need to consider the best way to present the survey to the patients. Because of the restraints on the Practice at the moment with Flu clinics and patient medicine reviews etc, it was agreed to hold this item over until the New Year.

(6) External Meetings Attended:

There were none to date.

(7) AOB:

Some patients had noticed that on their prescription's renewal requests their medication had been changed. Some patients have received notice but for others this was not always the case.

Dr Jahngir explained that medications are under constant review and depending on the patient's review it may be necessary to change their medication. Patients should be aware, but if it may be an alternative similar type this may not necessary.

Some patients may have medication on their list that has not been used/renewed for some while. These will be automatically withdrawn on the system and the patient will be advised to make a separate request.

The Flu sessions are due in October. Jenny "F", Brighde, and Cath, volunteered to represent the PPG at these events.

17th September: There is a Contact your Local Groups session at the Bletchley Leisure Centre. The Practice is sending representatives and Roger offered to represent the PPG.

6th October Milton Keynes University Hospital. Annual Members Meeting. Roger will attend.

7th October: Healthwatch Online Meeting. Future of Healthwatch and local updates. Roger will sign in.

The meeting closed at 13:40.

Dates of next meetings: All at Bedford St. Surgery on 2nd Tuesday in the month at 12:30.

11th November 2025

13th January 2026