

BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON 11th NOVEMBER 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) Jenny F,

Apologies: Anne, Trevor.

Proposed new member Sher tendered his apologies via Terry. As Sher has a high workload, he may not be able to attend meetings on a regular basis but is keen to be a PPG member.

John has sent apologies for his recent non attendances. As he is spending more time away he has decided to step down from the PPG. On behalf of the Group Roger sent John our best wishes and thanked him for his contribution over the years.

Practice Representatives: Una (Lead Care Coordinator & Care Navigator), Tracy (Practice Manager) and Lauren (Care Coordinator); Dr Jahngir joined the meeting later.

(1) Welcomes & Introductions:

Mike welcomed all to the meeting and introductions were made.

(2) Approval of the Minutes of the meeting held on 9th September 2025:

With apologies. Roger amended the previous July minutes to show the 8th July and not 13th July.

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 Raising Ravenscroft Healthcare Concerns (September minute 3.3)

AP Tracy: The response back from the ICB. Although they are aware of the problems it is difficult to find an alternative outsource that offers this type of treatment.

AP Roger: Attended the MKUH Annual Members Meeting in October. Roger managed to contact the Hospital Committee Lead Governor to raise our concerns. Roger contacted the Governor again last week and awaits a progress update. Ongoing Agenda item.

(4) Practice Developments and Updates: (Practice Manager & GP Representative)

As Tracy was in a prior meeting, Una agreed to stand in with an update.

Mike raised a point on behalf of the Group: Whilst being aware of the pressure on GP's time may we request a greater GP presence at our meetings.

Una left the meeting briefly to contact the duty Doctor for availability.

As an ongoing item we mentioned the availability of booking an online blood test appointment. Una explained that although the online appointments soon go, Patients can still contact the surgery for a blood test by use of the "contact us" online request form.

As a point of information, Blood Tests appointments can also be had at the Lloyds Court medical centre in Central Milton Keynes. These have to be requested via GP reception though.

(5) External Meetings Attended:

Thanks to Jenny "F", Brighde & Cath for dropping in on the Flu Clinics to highlight the PPG. **Feedback points to pursue:** Some patients were not confident in using the "On Line Service" to make appointments or order prescriptions.

Some patients are experiencing difficulties between the practice and pharmacies when ordering prescriptions.

Roger attended the MKUH Annual Members Meeting.

The main points of information were:

- (a) That waiting lists are coming down.
- (b) Funding is in place to build two new wards and a Maternity & Children centre.

Roger took part in an on line local Healthwatch meeting;

It is confirmed that Healthwatch will remain until at least 2027.

Participants expressed an interest that all local PPGs would like to meet or engage on a regular basis. Healthwatch agreed to try and co-ordinate this.

Roger attended a Glaucoma seminar at MKUH. As newly diagnosed with this condition Roger was impressed with the presentation and information obtained. Good to know there is a local support group.

(6) Patient "Did Not Attend" Records. (DNA's)

Tracy joined the meeting.

The group noted the high volume of DNAs and were concerned that these patients were being monitored or followed up. Una confirmed this was so.

It was disappointing to note the number of patients who did not attend their Flu clinic appointment.

Mike raised the point that although he had cancelled an appointment to re-arrange an alternative it was shown as a DNA on his record. Una confirmed this can be amended if the surgery is made aware.

(7) Proposed PPG Patient Satisfaction Survey Questions (Mike)

To be held over until the New Year.

AP: It was proposed that the PPG hold an extra ordinary meeting to discuss this further.

(8) Reaching Out to Young People.

Dr Jahngir joined the meeting.

As a result of a recent external survey it is apparent that a number of young patients are not aware of their rights and patient confidentiality at age 14-16.

Lauren (Care co-ordinator) has experience of working with young people and agreed to be part of the proposed ongoing PPG discussion group.

AP: As above action point 7

Meeting closed at 13:50.

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

13th January 2026

10th March

12th May

14th July

8th September

10th November