

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

**Annual Report 2025-2026**

In the first instance, I would like to thank our Vice-Chair, Terry, and Secretary/Treasurer, Roger, for all their support of the Patient Participation Group (PPG) over the past year.

The Patient Participation Group (PPG) is made up of a group of volunteer patients, the practice manager and one or more of the GPs from the surgery. The group covers both the Bedford Street Surgery and Furzton Medical Centre. The PPG meets on a regular basis to discuss the services on offer and how improvements can be made for the benefit of patients and the surgery.

I would like to thank all of the members for their contribution to the practical discussions in the PPG and their actions throughout the year.

During the year, PPG members attended flu vaccination clinics at both surgeries to talk to patients and gather their views about services offered by the Practice. The recent introduction of AI enabled voice software to enable transcription of patient consultations is a welcomed development in enhancing patient records.

PPG members attended a number of external meetings, including the “Bletchley Get Together” integrated Neighbourhood Working celebration event held at Bletchley Leisure Centre. The PPG was represented at the Healthwatch/PPG Teams meeting and seminar, and the MK University Hospital Annual Members meeting. There has also been liaison with other PPGs in Milton Keynes.

The PPG continues to liaise with the staff and management across both surgeries and are grateful for the continued support of the Practice management and staff.

Concerns have been raised regarding waiting times for muscular-skeletal conditions which are contracted out to a local healthcare provider by the MKUH Integrated Care Board (ICB) who are ultimately responsible for contracting this service.

The PPG pages on the Practice website continue to be expanded with general information about health and related matters, and details of groups offering support to patients in their local communities. The website also provides visibility of PPG meeting minutes and Practice & PPG Newsletters.

An online PPG Patient Satisfaction Survey has been created to further gather views from patients registered with the Practice. We are working closely with the Practice to reach out to younger patients, particularly their rights and patient confidentiality at age 14-16. As a result, the Practice has introduced a new “Teenage Support” page on its website.

Mike Pearson  
Chairman, Patient Participation Group  
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