

BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON 21st JULY 2026

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

Members Present:

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

Furzton: Terry (Vice Chair), Jenny F.

Apologies: Trevor.

Practice Representatives:

Tracy (Practice Manager), Dr Essilfie.

(1) Welcomes & Introductions: (Mike)

Mike welcomed all to the meeting. A special welcome was made to Dr Essilfie who joined the practice in April and is a female GP that has a special interest in women's health issues.

Introductions were made.

(2) Approval of the Minutes of the meeting held on 19th May 2026: (All)

Accepted as a true record. Proposed Jenny 'F', Seconded Caroline.

Thanks were made to Tracy who sent the notes of the meeting to Roger. These were a test of the new system (Accurx Scribe) which the practice is using to record patients notes during their appointment to be transcribed to their record after the session. This enables the professional to concentrate on the patient without having to make notes at the same time. All agreed that the system seems to be working well.

(3) Review of Actions/Matters Arising:

3.1 Telephone call waiting announcements (Tracy).

Ongoing: Tracy is in contact with the system service provider to see if any amendments can be made.

Action: Tracy

3.2 Feedback on the Accurx Scribe system.

Please see the previous notes Agenda Item 2

(4) Practice Developments and Updates:

(Practice Manager & GP Representative)

4.1 Neighbourhood Health Framework. It was noted that the Integrated Care Board (ICB) has been expanded to cover a larger area, that being Buckinghamshire/Hertfordshire.

However, there will still be local hubs to deal with each area. Further details to follow.

NB. Dr Jahngir is our practice GP neighbourhood representative.

4.2 The problem of 'Did not Attend' appointments (DNA's) was noted where patients book an appointment then fail to attend or cancel. Tracy confirmed that the patients are reminded of the consequences of missed appointments. It was suggested that when patients are sent an

appointment reminder text they can be reminded to cancel if the appointment is no longer required. Tracy will check if this is possible on the system.

Action: Tracy

4.3 Tracy informed the meeting that there have been new members of the practice appointed starting in August, these being a Health Care Assistant, a Nurse Practitioner specialising in long term health conditions and a GP starting in September.

(5) PPG Patient Satisfaction Survey:

Mike confirmed that this survey form is available on the practice website on the PPG link. As yet there has been no feedback to report.

(6) External Meetings Attended:

6.1 Mike, Terry, Jenny F and Brighde attended the HW/PPG Network meeting on the 21st May. This was a good meeting with a few ongoing issues to be resolved.

On a positive note, there has been a WhatsApp group set up enabling all local PPGs to keep in contact with each other and exchange ideas.

6.2 Representing the PPG, Roger, Jenny F and Kath engaged with patients attending the Bowel Test Kit reminder sessions at our surgeries organised by the local NHS.

(7) Health Awareness Matters:

7.1 Hub of Hope: This is a website available offering a Mental Health Support Network.

7.2 Abdominal Aortic Aneurysm: (AAA) This is a service offering screening to males aged 65 and over, who are invited once they reach their 65th birthday.

It is possible to self-refer later if a screening was missed. For Trans and non- Binary people who were assigned male at birth and are aged 65 or over they can request a scan through their GP.

7.3 Annual Health Awareness Days to be noted:

National Cholesterol Month October 2026

Diabetes Day 14th November 2026

World Obesity Day 4th March 2027

World Hypertension Day 17th May 2027

(8) Engagement of Young Patients with PPGs:

Mike has become aware that some PPGs have a YPPG sub group. This is something we may consider. Roger also mentioned that Healthwatch also have a young members section.

An Agenda item for the next PPG Network meeting perhaps.

(9) LGBTQ+ Pride in Practice:

Mike raised this as a discussion item. We need to be aware that we are representing all areas of society and that they are being treated equally. This is a grey area for some of us and further research/enlightenment is needed.

Meeting closed at 13:30.

Date of next meeting: 12:15 8th September.

Please note change of start time 12:15