

## **Minutes of the PPG held on 26 March 2025**

### **Present:**

Alan, Paul, Corinne, Shirley, Layla, and Sue.

### **In attendance:**

Janine and Vicky

### **Surgery Update**

The surgery is hoping to install a new phone system very shortly with an additional service which will call you back on the same number. It is thought that this should cut down the queue waiting time.

Two new receptionists have been appointed, and there is an advert out for two more.

There will be enhanced access every other Saturday in rotation with Red House.

The COVID spring jab has started rolling out and 380 patients were vaccinated on the 22<sup>nd</sup> of March. The next one will be held on the 19<sup>th</sup> of April. The next cohort will concentrate on care homes and home visits. In response to a question, the PPG was told that the vaccine is for over seventy-five's, and those with suppressed immune systems.

The surgery is also doing some proactive work for COPD patients that will link with outreach drug and alcohol services.

The surgery will host a Women's Health hub, and hopefully do activities around the menopause in partnership with the voluntary sector.

The number of DNA's last week on the Saturday 22<sup>nd</sup> March, was seven did not attend for GP's appointments and six for nurses.

The online system is also being looked at whether we might use another system which better links with System Online.

### **Healthwatch Enter and View Report**

Paul raised several issues highlighted within the report and made recommendations for Janine to take forward in response to Healthwatch. Key points were pushing back against the idea that the PPG should assist with patient online training, and the problems experienced by wheelchair users when accessing the reception desk.

### **Reports**

Living in the moment and Whaddon Walkers gave verbal updates. West Bletchley Shed was submitted in writing in advance.

### **Succession planning**

It was felt that there was no easy answer to increasing the PPG at moment without a degree of support from the Practice, by Clinicians mentioning it to patients they come

across. A regular drip of information from the PPG to patients about what the patient group undertakes would be helpful if educating patients.

### **Newsletter**

No update. Shirley will speak to Michael.

### **Any Other Business**

Paul passed a leaflet about prostate cancer to Janine which he had picked up from the Tackle Prostate Cancer annual conference which he felt might be useful for patients.

Corrine raised her concern that the surgery no longer allows sharps boxes to be left at the surgery. This is because the Integrated Care Board has withdrawn funding for this service. Patients now must contact Milton Keynes City Council and arrange for sharps boxes to be picked up from their home address. Corrine felt that people may not find that the change is easy to implement, cannot be bothered, and just dispose of the boxes with the normal refuse collection posing a danger to collectors.

### **Date of next meeting**

Next meeting on May 21<sup>ST</sup> at 4pm at Water Eaton site