

Minutes of the PPG Meeting held on 30th October 2024

Present:

Alan, Annette, Layla, Paul, Peter, Shirley and Sue.

Apologies:

Corinne

In attendance:

Janine, Sharon and Vicky

Surgery Update

A new community HCA will be starting in December. A new medical secretary will be starting in November and their plan is to interview more reception staff.

Thee surgery have undertaken two successful flu days and are planning to do another either on a weekday or an evening session; there has been a good uptake on the flu, however Covid has been slower although they are now booking to the 21st November. All care home patients have been vaccinated and the Community Nurses are working through the bedbound patients.

Healthwatch Milton Keynes is undertaking a look and see inspection at the Water Eaton site on 12th November.

Annette raised issues that have been passed on to her by patients. All of them were answered by staff.

Messaging on the surgery screens regarding Covid needs to be updated – **Action AJ**.

Reports

Attached to the agenda.

For walking – Shirley gave a verbal update on the walkers.

How to Promote PPG

Following a round table discussion, it was decided that an evening focus suited most, but also having a virtual PPG meeting may have some merit if the Practice was to reach out to underrepresented groups.

Paul and Elspeth Woods from the Red House practice have been discussing patient education evenings. Paul will update at the next meeting. The Milton Keynes PPG Networking Group now have six PPGs cooperating and sharing best practice.

Any Other Business

The dates for 2025 were discussed, however the one for the 19th March has been changed to 26th March because of protected time.

Alan brought up how good the meeting was with the Pharmacist to synchronise his medication and would like to feed this back to the Practice.

Lasting Power of Attorney details can be electronically recorded on your records at the surgery.

The receptionist, Sarah, was commended for her “above and beyond” attitude. Janine would feed this praise back to her.

Sue raised the difficulty of getting an appointment for the future when all the appointments for the day had gone. The system did not seem to allow for a future appointment to be requested when all the dates had gone for that day. This is something AJ is looking into to see if there is a solution. There are also plans for AJ to offer to provide training sessions for patients.

Date of Next Meeting

The next meeting will be the PPG Christmas Social Evening, and this will take place on 18th December at Tweed Drive.