

Minutes of the PPG Meeting held on 18th September 2024 held at Water Eaton Health Centre

Present: Alan, Annette, Corinne, Layla, Paul, Peter, and Shirley

Apologies:

In attendance: AJ and Sharon

Surgery Update

Vaccines: Flu vaccine drop-in sessions will take place on 5th and 19th October from 8 to 12 at both surgeries. Covid injections will be only be delivered from the Water Eaton site with those eligible texted to invite them to book an appointment; those without mobiles will receive a written invitation.

Feedback re Accurx:

A patient feedback summary paper was distributed by AJ. This showed that the number of DNA appointments have decreased, and telephone calls to the surgery have also gone down as has in person visits with no really long queues at 8am. Although there were some hiccups, the introduction has been relatively successful. Paul will ask at next PPG network for other surgeries results. The admin page is open 24 hours a day, with GP appointment requests open until the number of available appointments has been met. If necessary, patients can ask for double appointments for more complex consultations. Triaging has decreased the number of face-to-face appointments which some patients prefer,

Since COVID the number of patients who register their mobile number has increased saving postage.

Reports

Attached to agenda.

Bletchley Pathfinder

Janine will forward the poster advertising the dates. Paul reminded everyone of the dates and said that he would be taking part demonstrating pyrography on behalf of West Bletchley Shed.

How to Promote the P P.G.

It was decided that Shirley would talk to patients at the flu sessions at Tweed and Paul at Water Eaton handing out leaflets as appropriate [Note: those from an ethnic background and young mothers to be particularly targeted].

Heath education sessions

A discussion about appropriate subjects to be covered revealed autism, diabetes management, menopause and mental health. Menopause was thought to be the one topic which would generate a large attendance, so perhaps ought to be considered for the next session.

Any Other Business

In response to a question about the waiting time for a cataract operation, it is up to patients to chase up.

Date of next meeting:

The next meetings are to be held on at Tweed Drive on 30th October and December 18th.