

**Minutes of the Whaddon Healthcare Patient Participation Group meeting held
on 24th September 2025 at the Water Eaton Health Centre.**

Present: Paul, Jenny, Mark, Layla, Sue, Shirley, Corrine.

Apologises: Alan and Peter.

In attendance, Janine, Anna, Kylie, and Dr Creed.

Surgery update

Ann, who filled in for Katie's maternity leave, is leaving. Tracy has left to work closer to home. A new member on the prescribing team is Dev. Ann and Brook are new Patient Advisors.

The flu clinic will be held on both Practice sites on Saturdays 4th and 18th October. Those patients eligible for a covid jab will receive text invitation to book an appointment; staff will visit and vaccinate care home residents and bed bound patients.

The menopause information event had received an excellent take up of attendees, and there are plans to repeat this again but perhaps on TEAMS for reasons of practicality.

The surgery has now gone live with System Connect following the PPG trial. In response to questions, Kylie explained that the part of the system where patients can seek appointments would only be available during surgery open hours of Monday to Fridays 8am to 6.30pm in line with Government requirements. There has been a slight fall in the 8am telephone rush and smaller numbers queuing outside the surgery at opening times. Feedback had been generally positive, as patients were receiving a quicker response. One GP just undertakes triage for the whole day, but Dr Creed said that this had resulted in much more information being available to the GP ahead of a consultation which both saved time and, gave them a lead to start the consultation. Paul asked Jenny and Mark if they had experienced any issues with visual impairment, but following AJ's advice, had not found any.

It seems that the surgery has inadvertently been sending out text messages to those whose preferred method of contact was by landline.

ACTION The surgery will check its records and filter out those messages being sent to landline phones.

A new session on Cancer and Beyond is waiting for a second speaker.

Social Prescribing

Anna gave a presentation on the services she offers patients which is non-medical support and signposting. She then gave the group an example of her work with a case study of a recent patient and the result of her intervention.

Healthwatch Milton Keynes

Paul and Corrine are attending an online Teams meeting on 7th October. Concern was raised on where patients views and concerns can be aired.

Written Reports were attached to the agenda.

Corrine gave a verbal report on Whaddon Walkers who had met that day.

Any Other Business

Sue raised the problem of getting dosette boxes. It was agreed that a lot of pharmacies have withdrawn from providing these due to cost and even if chargeable, they are very hard to obtain.

Action Shirley to email the Migraine Trust information which she has found informative to Janine.

Paul said that he was a judge for a category in the National Men's Shed awards being held at the House of Commons, and a Shed Member from West Bletchley Shed has been nominated for an award.

Date of next meeting: December 3rd at Tweed Drive.