

## **Minutes of the Whaddon Healthcare PPG Meeting held on 7<sup>th</sup> August 2024**

Present: Alan, Annette, Corinne, Jane, Kevin, Paul, Steve, and Shirley

Apologies: Layla and Sue

In attendance: Janine, Nivedita, and Sharon

### **Surgery Update**

Dr Walter is becoming a partner at the surgery.

A new batch of 6 registrars have joined the practice as part of their training.

One nurse is going on maternity leave and a second is having an operation so the practise will appoint interim nurses to cover. One HCA is leaving to do nurse training; however, a new nursing associate is starting, and the practice already has a trainee nurse assistant in situ.

The courtyard garden at the Water Eaton site has been tended by children from the local school.

Vaccines: There will be a new respiratory vaccine for 75–79-year-olds offered from the 1<sup>st</sup> September as a one-off injection; the autumn Covid injection will be offered to the over 75s and vulnerable patients only but the flu jab by eligibility will be unchanged. Shirley asked if the surgery could consider having a walkers' flu jab day at Tweed Drive. Janine will consider.

### **Feedback re AccuRx**

Shirley reported from Living in the Moment (LIM) that some were being told they could not book an appointment over the telephone which is incorrect, as calls are triaged in exactly the same way as AccuRx and fed into the system. Shirley will email Janine with names and times of calls for her to listen to them with a view to delivering appropriate staff training. Notwithstanding the odd issue, feedback from LIM was positive, as users were finding that the telephone line were not so heavily used and often the queue was in single figures. There was discussion around the negative reviews in social media about the exclusion of requests to obtain an appointment, but it was impossible to monitor all of these and respond appropriately. There was also a comment about patients being referred to pharmacists inappropriately, so Sharon will look at ensuring staff know the eligibility criteria.

Too many texts being sent out from the surgery about appointments with a number of duplicates which required further investigation. Paul provided an instance of where he had been contacted three times over the need to have a blood test, so there was clearly a problem where automation is incorrectly programmed.

It was noted that System One will not let you re-order medication if a review is overdue.

### **Reports**

Attached to agenda. Whaddon Walkers Report was read out. It was noted that due to the large number of walkers it had been agreed that new walkers are only accepted if they had been referred from the surgery but at present, there have been no referrals for some time. Sharon will mention this at the next team meeting.

### Bletchley Pathway

Paul spoke about the aims of the project which brings together the NHS, Milton Keynes City Council and the Voluntary Sector. As part of the deliverables from this project, seed corn funding is available to various organisations to overcome issues which prevent them from being able to accept socially prescribed referrals.

### Promoting the Patient Participation Group

Annette talked about her unpleasant experience at the West Bletchley Carnival where she was subjected to personal abuse. As a result, It was decided that PPG members would aim to be present and talk to patients to raise awareness of the PPG when flu jab sessions are being delivered, and at any other Practice Health Education evenings.

### Newsletter

Alan to contact Michael to see if he was able to produce another edition of the newsletter.

### Any Other Business

Annette talked about whether changing the timing of meetings might encourage participants, but the group felt we had got the right time and date for now but it should be kept open to review in case potential new recruits found it a difficult time to attend..

Shirley commented about the consultation concerning re-designing Bletchley High Street and gave the times of the meetings.

Kevin informed the group that Shenley Brook End and Tattenhoe Parish now has a food bank and a walking group which would be brought to the attention of GPs. He also mentioned that he had only just found out that the counselling service in West Bletchley is only for those in West Bletchley with MK3 addresses because of the way in which it is funded, but those from outside MK3 can self-refer but at cost.

### Date of Next Meeting

The next meeting is to be held on 18<sup>th</sup> September 2024 at Water Eaton.