

## Minutes of the PPG Meeting held on 26<sup>th</sup> June 2024

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

Apologies: Janine, Kevin Layla and Peter.

In attendance: Sharon and Dr Creed

### Surgery Update

No new appointments of staff.

The new system of appointments seems to be going well. There is a doctor and a patient advisor triaging on each site each morning. The clinical urgency appointments are taken by the duty doctor. There are some training issues arising, and Shirley instanced an abrupt phone call which the practice had listened to resulting in the receptionist being spoken to. There is still a high percentage of patients having to have help to fill in the form on the phone. The “word on the street” is that you cannot go into the surgery, but this is incorrect; patients can still get visit to request an appointment and get results both in person and by phone as well.

Martha, one of the nurses, has qualified as a diabetic nurse.

There are random text messages sent out by the surgery which don't have full details, eg you have an appointment but give no more details.

There is monthly ‘protect time’ where the receptionists can undertake training.

Corinne brought up the difficulty, which no one else in the surgery had realised, that you cannot send a prescription request to Scotland and presumably Wales either because NHS services are a devolved matter.

### Reports

**Living in the Moment and West Bletchley Shed** - reports attached with the meeting agenda.

**Bletchley Pathway** – there is a plan to have an open day for the general public where local services advertise themselves

**Cancer and Beyond** - Sue reported back about this meeting and said that it was very informative.

**Whaddon Walkers** – The walks are averaging about 70 participants. They are having a picnic at the end of July and an outing at the end of August. None of the staff present seemed to know about the necessity of sending new referrals from the surgery. Shirley will talk to Brenda about this.

### Succession Planning

Vicky, Niv and Paul had been to a meeting with representatives from six other PPGs to discuss the relevance and purpose of a PPG (slides of this meeting will be sent to members). During the meeting, it was learnt that Red House Surgery have a PPG week where members go and talk to patients about what is a PPG and answer any questions. From the Whaddon Healthcare PPG's perspective, we need to think about why patients want to join the PPG and what can be done to recruit and retain them.

Communication with patients was a theme discussed at the meeting, and the question was asked, whether we still needed a newsletter. The general view was that it was needed, but quality and quantity of material was an issue. In connection with the communication theme, it was decided that on Flu Day some members would come and talk to patients to see if some interest could be drummed up to get people to join the PPG.

### Any Other Business

Paul O'Grady from Healthwatch had made a draft toolkit for PPGs which Paul will send to all members once he has received it. [subsequently circulated]

Jane reported that she had trialled a blood pressure machine for the surgery. She had found it really useful as it kept her stress levels down and has now brought one for herself.

The next meeting is to be held on 7<sup>th</sup> August at Tweed Drive.