



Minutes of the Patient Participation Group Meeting held on 8th July 2019

Agenda Item 1: Present

Steve Bates, John Neale, Judith Westall, Denise Inggal, Bruce Battams, Jan Lloyd, Toni Rampello, Sheila ? Julie Flaherty Mary Sadler, Peter Sadler, Nigel Vaughan, Dr Huda Muhsin, Olivia Hanlon, Clive Robinson, Shona Manson (kindly agreed to take the notes)

It was commented that this may be Peter and Mary's last PPG meeting as their move to the Isle of Wight is imminent. Steve thanked them for their service to the PPG

Agenda Item 2: Apologies

Apologies: Elspeth Woods, Jane Hanlon, Angela and Gordon Lovell. It was a pity Angela and Gordon couldn't attend as the PPG wished to present Angela with flowers and wine for her dedicated service as Secretary. Steve will deliver them tomorrow (9th July)

Agenda Item 3: Draft Minutes of May and June 19 PPG meetings

The Minutes for both May and June meetings were duly agreed.

Agenda Item 4: Matters Arising

- a) Horticulture/Car Park: The barrel is empty but the flowers in the front wall are looking good. Thanks to Bruce and Clive for their continuing efforts.
- b) Future speakers: Jan explained that the guest speaker_Zoe Bachini of Bletchley Leisure Centre was unfortunately unable to attend. Other speakers who have agreed to come along are Cheryl (Podiatrist) for September meeting; Teresa Wood for November meeting.
- c) The Welcome Pack is now ready to go.

- d) Items for the newsletter are urgently required. Toni requested that any items, especially on health, surgery and PPG are sent to her as early as possible so she has plenty of time to pull things together.

Agenda Item 5: Primary Care Network

Bruce gave information on Whaddon Walking Group. Julie thought quarterly or bi-annual meetings might be useful to share ideas and integrated working. Dr Muhsin suggested that we are mindful of distance but could have representatives rather than full meeting. Bruce and Julie to assist.

Agenda Item 6: Surgery Update

Dr Ngwou has left and the surgery using locums in the interim.

Phil, a paramedic joined the surgery last week. He works four days and seems to be settling in well. Phil is replacing Lee. Sarah (Nurse) is leaving in September and surgery looking at recruiting one or two replacements.

Steve asked what was happening about Drayton Road surgery. It was explained that Red House is unable to take any new patients other than newborns and foster children due to capacity restraints and is therefore unable to accommodate Drayton Road patients.

Meetings continue over the new premises, but it remains a long-term issue. The surgery is likely to accept an offer of temporary portacabins at the rear of the building. There is no intention to change extended hours at present.

Steve mentioned that there have been some complaints that phones are very busy in the morning and people can't get through which is frustrating for them. Would there be any chance of implanting a system where people would know where they were in the queue? Olivia confirmed that it is very busy for the first half hour and staff do deal with phone calls first giving no priority to people who are at the desk. There are no plans to change the phone system or to employ more staff for the short very busy time.

Agenda Item 7: Any Other Business

Zoe Bachini for Bletchley Leisure Centre asked that leaflets from the Bletchley Health Club and enrolment forms be circulated. Mary gave some helpful feedback on the benefits and explained how the electronically controlled machines which monitor your personal programme worked. There was some concern that the room is not always supervised. The cost with a GP referral is £28.50 per month and that includes swimming and classes. Shona suggested that Mary and Peter do an article for the newsletter which they agreed to do.

Sheila highlighted that there is a lip-reading course starting in September on Thursday 19th.

Agenda Item 10: Dates of next meeting

- (a) Core Group meeting - Wednesday, 7th August at 10am
- (b) PPG meeting - Tuesday 13th August @ 6.15pm