

## MINUTES OF MEETING HELD 12th February 2024

1.	<p><b>ATTENDANCE</b></p> <p><b>Apologies:</b> Sheila Dale, Jan Lloyd, Sarah Setterfield, Elspeth Woods, Dr Fagan, Madeleine Carrington.</p> <p><b>Present:</b> Steve Bates (Chair), Hilary King, Christine Cartwright, Fay Read, Mark Pitman, Gordon and Angela Lovell, Bob and Vanda Gould, John Neale, Sandra Whitefoot, Shona Manson, Clive Robinson, Judith Westell, Jane Hanlon, Jacqui Coleman, Mary Tait, Liz Mold</p> <p>Steve welcomed Mary and Liz to the meeting and hopes they will be encouraged to continue to come along.</p>
2.	<p><b>Speaker:</b> No speaker for this meeting. Jane is carrying on with managing the speaker process for the time being as Jan finding it difficult to attend meetings.</p> <p>March speaker will be Faye from Cancer Care and if anyone has specific questions, please let her know in advance via Angela.</p> <p>Suggestions for future speakers to add to the 2024 list to be forwarded to Jane for now.</p> <p>Jane spoke about the Cancer and Beyond meeting taking place on 14<sup>th</sup> March 2024 when there are speakers from R &amp; D Alliance talking about motivation in oncology treatment and diagnosis. In June, the speaker is Carly Polti who is a lymphoedema nurse from the Well at Willen, date and venue to be confirmed.</p>
3.	<p>Minutes for January 2024 meeting approved.</p>
4.	<p><b>GP Update:</b> Jane Hanlon</p> <p>Dr Okoko has now completed his GP training and taken a position outside MK. Dr Ezeh has started a 6-month attachment for her GP training.</p> <p>Jane explained what is happening with the Singing Group. Additional funding has been confirmed for nine months provided it is opened to the general Bletchley population. Jane did say that she, and the Whaddon surgery manager are trying to engage with the managers of the other three Bletchley surgeries, so we can all work together for the benefit of Bletchley.</p> <p>Jane responded to a question about Pharmacy Prescribing for seven minor ailments. Apparently the pharmacies each received £2000 to be involved in the exercise and all have signed up.</p> <p>The new Phone system is going live on 27<sup>th</sup> February. One feature is the call-back feature option. If more than 10<sup>th</sup> in the queue you will have the option of asking for a call-back and so when you reach position number one, the system will call you</p>

	back. You do not lose your place in the queue.	
5.	<p>A.O.B</p> <ul style="list-style-type: none"> <li>a. There was a brief discussion about the Google rating of Red House. Mark confirmed that we have dropping numbers of reviews but not many reviews overall. it used to be 4.2 out of five but is now 3.7.</li> <li>b. Survey of patients? There was a national survey of patients last February which was reported in July. It was put to the PPG to consider whether we should do our own version. Care needs to be taken over the purpose and content of any questionnaire to patients – is this a questionnaire about what people want from the PPG or something wider. Further discussion with GPs as to their views would be required before any survey sent out to patients.</li> <li>c. Data Protection Policy, Mark reported back that the PPG is covered by the NHS/Surgery policy as technically the PPG is supported by the surgery under the general PPG terms of delivery. We do need to have a policy to cover changing the password on the email account should one of the four people with access to the account change. There was some discussion about whether we should collect data on ethnicity to show our PPG is diverse – no decision noted.</li> <li>d. There was discussion over whether we could make PPG sign-on separate to the patient registration process, also a review of the welcome pack to make it more user friendly. This was started pre-covid but never completed.</li> <li>e. Mark reported back on interim discussion with Elspeth and Shona on potential future activities. Jacqui, also a volunteer on this group was on holiday, so discussion held around DPA conversation. Mainly around Bletchley Pathfinder initiatives so as they emerge, opportunities to engage should become more obvious. Sub-groups needed to drive forward those initiatives as they arise. Jane outlined difficulties in getting other surgeries engaged but attempts continue. Dates to be fixed for engagement meetings going</li> </ul>	<p><b>ACTIONS</b></p>

	<p>forward.</p> <p>f. Jane explained the Friends and Family review process, following which the discussion moved to name badges for staff. These are “Hello my name is.... Badges,” not the usual ones staff already have.</p> <p>g. There are plans for a chair exercise group underway at Water Eaton. There are hopes this will be set up as a twelve-week programme. Jane will keep us apprised of how it is going.</p> <p>h. Garden Club stumbles, but Mary Tait has contacts with local allotment, Green Gym and Jane has tried to engage with Dobbies with so hopefully we may be able to do more here. There is also a craft club run by Rosie Shunmoogum at Frank Moran Centre and Jane has asked Rosie if she would help set up a group in central/Fenny/Bletchley if we can get volunteers to run it and support from the Bletchley clubs. Rosie is happy to help and give ideas etc to anyone who wished to be involved with this idea.</p>	
	<p><b>Next full PPG meeting – Monday 11<sup>h</sup> March 24 @ 6.15pm for 6.30pm start</b></p>	

Elsbeth Woods  
Secretary to Red House PPG

**Future PPG Dates for 2024 (2<sup>nd</sup> Monday of each month)**

8 <sup>th</sup> January, 2024	12 <sup>th</sup> February	11 <sup>th</sup> March	8 <sup>th</sup> April
13 <sup>th</sup> May	10 <sup>th</sup> June	8 <sup>th</sup> July	12 <sup>th</sup> August
9 <sup>th</sup> September	14 <sup>th</sup> October	11 <sup>th</sup> November	9 <sup>th</sup> December