

Minutes of Red House Surgery PPG Meeting

Monday 13th April 2026

Extracted from meeting recording

Attendees: Sarah Setterfield, Jane Hanlon, Gordon and Angela Lovell, Bruce Battams, Fay Read, Christine Cartwright, John Neale, Sandra Whitefoot, Judith Westell, Steve Bates, Shona Manson, Tania Pal, Linda Praid, Dr A Staten.

Apologies: Elspeth Woods, Clive Robinson, Jan Lloyd, Sheila Dale, Mark Pitman, Bob and Vanda Gould, Anne Minihan, Mary Tait, Jacqui Colman, Liz Mold, Hilary King

Meeting Summary

The meeting involved members of the Patient Participation Group (PPG) and practice staff, discussing updates from the surgery, financial matters, upcoming events, and administrative tasks. Key outcomes included plans for a new triage system at the surgery, a successful financial report, and the organisation of a patient education event and the singing group quiz.

Detailed Points

1. Surgery Update

- The surgery plans to introduce a new triage system around the start of summer to manage various patient access points (walk-ins, phone, online appointments) more equitably.
- The new system aims to create a level playing field for all patients, as current online access sometimes disadvantages traditional walk-ins and phone calls.
- Patients will still be able to call or walk in; receptionists will complete a triage form for them, or patients can do it online or using iPads at the surgery.
- The new referral system, "advice and guidance," implemented on April 1st, is still too new to fully assess its impact on patient access to specialists.
- There is concern that the new referral system might lead to hospitals pushing more work back to general practice, potentially delaying patient access to specialists if not managed well.
- The surgery is exploring an extension to the front of the current building to add four more rooms as a "sticking plaster solution" due to available funds with a time limit.
- A long-term hope remains to move to new accommodation in the middle of Bletchley, but the timeline is uncertain.

2. Financial Update

- The financial year ended with a bank balance of £4,197.98, which is a few hundred pounds more than the previous year.
- The bank now charges a monthly service fee of £4.25, which was not previously a standing charge.

- The group discussed the difficulty of finding completely free banking services, as most banks charge either service fees or deposit fees.
- So far this year, £1,193.60 has been raised in cash, with £210 from Bob's bird boxes and the rest from tombola and book sales.
- Expenses included £648 for printing the newsletter and £120 for speaker vouchers for the next year.
- The remaining cash balance of £425.60 will be added to the bank account, hopefully, avoiding deposit charges.
- The group discussed using the accumulated funds for a substantial purpose, such as kitting out the potential surgery extension.

3. Newsletter Printing

- The previous printer, David, who has now retired, means that we are still investigating future newsletter printing.
- David provided significant added value by handling layout, graphics, and photo adjustments from a Word document.
- The group might need to purchase a software package for layout and design.
- A suggestion was made to email the online group to find a volunteer with design skills – Elspeth will follow this up
- Sarah offered to use Canva Pro, a cloud-based design tool, to help with the newsletter layout, Shona and Sarah to follow up.
- The ideal is to create a PDF version using Canva and send it to a cloud-based printer or the council's printing service.
- Approximately 500 newsletters are printed for general distribution, with larger runs during flu clinics. A PDF version is also available online.

4. Patient Education Event

- A subcommittee meeting on February 20th concluded that the first patient education event should feature two talks. One on dementia and one on social prescribing.
- These topics were chosen because they are hot topics and would attract families and relatives concerned about these issues, and they are not extensively covered by other existing groups like the Cancer and Beyond group.
- The proposed venue is Water Eaton Church Hall, and public liability insurance needs to be confirmed with the venue, as previous events had specific insurance arrangements.
- Sarah will approach Lucy for the dementia talk. Sarah also knows a social prescribing expert, who she suggested for the social prescribing talk. Subsequent to the meeting, we have been advised that a new SP is starting soon at the surgery, and therefore MAY be able to offer support.
- Mondays and Thursdays were identified as potential days for the event due to hall availability.
- The PPG team would provide teas and coffees, potentially using funds for this and any necessary public liability insurance.
- It was suggested to invite other practices to participate to spread the load and align with neighbourhood working initiatives.
- The event could potentially be held in late May or June, avoiding July due to holidays.

5. Singing Group Quiz

- The singing group is running out of funds, as it operates on donations from social events and external contributions.
- A quiz night is planned for Monday, May 11th, with tickets at £5 per person, to raise funds for the group.
- Prizes have been offered by John Lewis Fenny Lock, Magna Park and monetary donations received from the Rotary Club (£200) and Bletchley and Fenny Town Council (£150).
- The quiz masters are volunteering their time.

- The AGM is proposed to be held at Water Eaton Church Hall at 5:00 PM on the same day, May 11th, to allow attendees to transition directly to the quiz.
- Attendees are encouraged to bring unwanted gifts for a tombola – please drop off to the surgery prior to the event.
- The singing group is a volunteer-run initiative, with no one getting paid, and funds are used solely for hall rental (£25 per week).
- There was a discussion about whether the PPG should financially support groups that benefit patients beyond Red House Surgery, given that fundraising is often for the surgery specifically.
- The singing group is seen as beneficial for socially isolated individuals and those with mobility problems, with volunteers providing transport and support.
- The chair exercise groups had to cease due to lack of funding for the coach and hall hire, costing approximately £100/£105 per session (£105 @ BYC & £100 @ WECC)

6. John's Garden Party

- John offered to host a garden party again, with proposed dates of July 19th or 26th, with the 19th being preferable due to gazebos already being set up.
- Assistance from able-bodied individuals for an hour on the morning of July 19th is requested to help set up. Both Gordon and Steve offered their services.

7. COVID Clinic

- A COVID clinic is scheduled for Saturday, April 18th.
- Elspeth has organised the marshals' rota, and no additional volunteers are needed.
- Marshals working over lunchtime will be provided with sandwiches.
- The clinic is fully booked, but additional clinics are scheduled for Thursday and Friday after the 18th (around the 23rd and 24th) and potentially on Wednesday the 29th during protected time.
- RSV vaccines are also being offered to eligible patients (75 and older).

8. Online Group Tidy Up

- Elspeth conducted an exercise to comply with data protection regulations, requiring online group members to confirm their continued interest.
- Two reminders were sent, and approximately 300 people who did not respond will be removed from the mailing list, imminently.
- The response rate from those who wished to remain on the list was higher than expected (around 25%).

9. Annual General Meeting (AGM)

- The AGM is scheduled for next month, on May 11th, at Water Eaton Church Hall at 5:00 PM, before the singing group quiz.
- Members interested in standing for committee positions should inform Elspeth.
- A proposal was made to change the committee structure from separate Chair, Deputy Chair, and Secretary roles to a joint "jointly several" leadership, reflecting current working practices and the use of AI for secretarial tasks.
- The location and timing of the AGM were confirmed at Water Eaton Church, with good parking available.

10. Any Other Business (AOB)

- The names on the bank account need updating after the AGM to reflect committee changes. Tania dealing with this
- A suggestion was made to hold a "meet-the-doctors" patient education event, where GPs answer pre-submitted questions from patients. This idea was well-received as a potential first patient education

event, possibly instead of the dementia and social prescribing talks. Further consideration is to be given to this in due course.

- The benefits of Water Eaton Church Hall for such an event include a PA system and a nice kitchen area.
- John offered to donate a 12-inch clock for the surgery waiting area, which the practice manager agreed to take to the partners.
- Efforts to link PPGs across Milton Keynes and Bletchley have been challenging but will continue, with a focus on neighbourhood working.

Conclusions & Next Steps

- The surgery will proceed with planning the new triage system and will keep the group updated.
- The PPG will explore options for newsletter printing, with Sarah and Shona collaborating on using Canva.
- The patient education event will be further developed, with a decision pending on whether to prioritise the "meet-the-doctors" format over dementia and social prescribing. The GPs will need to agree to this before we can plan any further.
- The singing group quiz will proceed on May 11th, with the AGM preceding it at the same venue.
- John's garden party is scheduled for July 19th.
- The COVID clinic marshals are organised, and additional clinics are scheduled.
- The online group tidy-up will result in a significant reduction in online members.
- The AGM will address committee roles and the proposed joint leadership structure.
- The practice manager will follow up on John's clock donation and the "meet-the-doctors" event idea.

Date of Next Meeting 11th May 2026 – 4.45pm for 5.00pm start.

Venue: Water Eaton Church Hall

2026 Dates – 2 nd Monday of the month			
12 January 2026	Speaker	13 July 2026	Xmas meeting
9 February 2026	Speaker	10 August 2026	
9 March 2026	Deferred	14 Sep 2026	
13 April 2026		12 October 2026	
11 May 2026	AGM	9 Nov 2026	
8 June 2026		14 Dec 2026	

Meeting closed at 19:46