

Minutes of Red House Surgery PPG Meeting

Monday 13th July 2026

Attendees: Elspeth Woods, Sarah Setterfield, Karen Ross, Gordon and Angela Lovell, Steve Bates, Fay Read, Judith Westell, Sandra Whitefoot, Mark Pitman, John Neale, Bruce Battams, Tania Pal, Anne Minihan, Liz Mold, Jacqui Coleman, Jan Lloyd, Hilary King, Dr Huda Muhsin

Apologies: Jane Hanlon, Clive Robinson, Sheila Dale, Shona Manson, Mary Tait, Bob & Vanda Gould, Christine Cartwright, Lyn Praid

Minutes from June's meeting were agreed, whilst enjoying Elspeth's lemon crisp biscuits this month. Thank you, Elspeth.

Surgery Update: Total Triage System

- Launched the new triage system on June 29th.
- Observed high request volumes during the first week, followed by a decrease in the second week.
- Identified peak demand times between 8:00 AM and 10:00 AM, specifically on Mondays and Tuesdays.
- Reported one patient complaint regarding a missing request; investigation confirmed the request was never successfully submitted.
- Confirmed the system sends an automated confirmation message to patients upon successful submission.
- Noted positive feedback regarding response times, with some patients receiving appointments within 30 minutes.
- Doctors are triaging requests to direct patients to pharmacies, blood tests, or face-to-face appointments as needed.
- Tweaked appointment capacity four times since launch to manage clinical demand.
- The online form closes slightly before 6:30 PM to ensure staff can process all submissions before the end of the surgery day.
- Tablets (iPads) are provided in the surgery waiting room for patients to complete forms on-site.

Neighbourhoods and Integrated Care

- Red House belongs to the South neighbourhood, serving approximately 95,000 people.
- Focuses current efforts on "frailty" as a clinical priority across all age groups.
- Currently selecting a clinical lead for the South area; noted a lack of funding for an administrative support post.
- Reported interest from dentists, opticians, and community pharmacies in neighbourhood integration.
- Running a pilot program in West Bletchley schools for direct autism and ADHD referrals until October.

Staffing Changes

- Interviewing candidates for a new GP position.
- Lucy Marchand reduces working hours to three days per week starting in August.
- Zaid joins as a full-time pharmacist in August.
- Recruiting a nurse to cover Emma's maternity leave starting in September.
- Susie Morris recently joined the practice team.
- Molly gave birth to a son in June.

Ravenscroft Healthcare (MSK Provider)

- Reported a waiting list of approximately one year for musculoskeletal (MSK) services.
- GPs must refer all joint and MSK issues to Ravenscroft for triage before patients can access orthopaedic consultants.

PPG Finance and Administration

- Current account balance stands at £4,652.63.
- Recent income includes £150 from bird box sales and £260.40 from book sales.
- Approved the move from a Lloyds bank account to Virgin Money to avoid fees and facilitate cash deposits at the Post Office.
- Set an annual turnover estimate of £750 for the new account application.
- Decided to close the Lloyds account once the Virgin Money debit cards and paperwork arrive.

Newsletter and Communication

- Scheduled the next newsletter for September.
- Planned a “Meet the Team” section featuring photos and personal bios of new staff and locums.
- Agreed to include a “common errors” guide for the triage system, emphasising the use of legal names and correct dates of birth. Everyone also gets a receipt confirmation once they have submitted their form.
- Confirmed the PPG WhatsApp group is the primary tool for quick messaging.

Garden Party and Book Nook

- Finalised garden party plans for Sunday the 19th at the Old Rectory.
- Arrival time from 2:00 PM. The choir will be singing again this year.
- John Neale confirmed 30 chairs, gazebos, and games (croquet, table tennis, boule) are prepared.
- Launched the “Book Nook” in the waiting room with a grand opening attended by the mayor.
- Hatchards publishing company provided the bookcase, rug, and books for various age groups.

Action Items

- Finalise the Virgin Money bank account setup and transfer funds from Lloyds.
- Create a “Meet the Team” template for the September newsletter including staff photos and bios.
- Add new members to the PPG WhatsApp group and provide instructions on muting notifications.
- Meeting with Gareth regarding the “Meet Your GP” event his PPG held.
- Draft a newsletter page for August regarding common errors in the online triage form.
- Update the surgery website to ensure the yellow banner link to triage forms is consistent across all pages.

Meeting closed at 7.44pm

Date of Next Meeting 10th August 2026 – 6pm for 6.30pm start at the Red House Surgery. Tania Pal has kindly offered to chair in the absence of Elspeth and Sarah.

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