

**MILTON KEYNES VILLAGE PRACTICE
MINUTES OF PATIENTS' PARTICIPATION GROUP MEETING
HELD ON 24th October 2018**

The Meeting commenced at 1.00pm in the Practice and was Chaired by Anne Falcus.

PRESENT: Michael Held, Phyl Heymerdinger, Janet Galley (Minutes), Anne Falcus (Chair), John Baker, Clive Darnell, Ron Ashton, Bob Ranger

APOLOGIES: Kim Foy-Olowu, Brenda Mills, Jim Hitchen, Edward Neal

MINUTES FROM PREVIOUS MEETING: Agreed

MATTERS ARISING: The group noted the 20th Anniversary of the Practice and the number of long-standing members of staff to be congratulated. A real benefit to the Practice and patients to have this continuity of provision and expertise.

The PPG noted that there had been no obvious celebration involving patients and staff, and whether this might be considered for the next significant anniversary, say 25 years?

Dr Whyte is still off sick and has no return date. The Practice is using a locum, Dr Khandeparkar to provide some continuity of care. He currently works 2-3 days a week.

UPDATE ON EXPANSION: A written note was provided by the Practice.

The majority of the building work is completed, with a few finishing touches to be done hopefully in the next 10 days.

The PPG congratulated the Practice on the hard work and commitment which had gone in to keeping the practice going throughout this work, and looked forward to seeing the new, expanded facilities in operation.

Questions: Please could the PPG have a tour of the finished building?

What are the plans for staff recruitment, and what will the make up of new staff group be?

Is the patient list still closed, and will the new staffing proposals mean the Practice will be open to new patients?

Could the parking in the forecourt be for parents and children AND the elderly and infirm, and could the signage have the word 'ONLY' added to make it clear that these spaces are not to be used by others, eg those picking up prescriptions?

FRIENDS & FAMILY: There were 25 responses, all but 3 were positive. These 3 commented on the difficulty of getting an appointment with their designated GP.

Other interesting comments included a request for a water fountain, and to have the play area back. Also a comment on the longstanding staff members and how beneficial this is for patients.

WEBSITE MANAGEMENT: CD asked who is responsible for this as the information about the PPG is several years old. We agreed that at the very least a copy of the minutes and the date of the next meeting should be on the website.

Agreed: the chair should ask the Practice to do this when the minutes are circulated.

ATTENDANCE FROM PRACTICE: it was noted with regret that no-one from the Practice was in attendance. The reasons were understood, workload and the Practice Manager's absence, but it was felt essential that the Practice is represented, ideally by the Practice Manager, and we hope this will be possible in future.

Agreed: hold the meetings on either a Thursday or a Tuesday, as Wednesday is a difficult day for the practice and for some members.

MINUTE TAKING: This will now be the responsibility of the PPG.

Agreed: we would take it in turns to be minutetaker, bearing in mind this will not be possible for some members.

Minute taker will send draft to AF, who will amend if necessary and circulate, including to practice with a request to put them on website.

John Baker will take the minutes at the next meeting.

CANCELLATION OF PREVIOUS MEETING: This had led to some concerns on both sides, and questions about the relationship between the Practice and the PPG. The frustrations of members were noted, but also that this was the first such event, and due entirely to the disruption and additional workload caused by the building works.

The PPG confirmed that its aim is to help and support, but in turn asked for a continued commitment from the practice.

The PPG was reminded that GP Practices are not required to have a PPG, and that the aims of the PPG as set out in the Terms of Reference are:

- To ensure that the voice of the patient is at the heart of decision making in the practice
- To strengthen the relationship between the practice and its patients
- To support the practice in continuing to improve its healthcare provision

Agreed: Chair will ask if there are any ways the PPG can help the practice at this particularly busy time.

STAR OF THE MONTH: No nominations this month due to workload at Practice. Hopefully this will be reinstated next month.

AOB: JB asked who is now the nominated Dementia Lead in the Practice

The PPG is concerned about the continued absence of Dr Whyte and the impact on patient care, and asked if there are any plans to address this.

PPG sends best wishes to Edward who is still in hospital. PH suggested we send a Get Well card. AF will purchase and send.

**THE NEXT MEETING IS PLANNED FOR:
Thursday 29th November at 1pm**

Apologies from Clive Darnell