

MILTON KEYNES VILLAGE PRACTICE MINUTES OF PATIENTS PARTICIPATION GROUP MEETING
Held on Thursday 30th January 2020 1pm – 2pm

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

PRESENT:

Anne Falcus (Chair) Kim Foy Olowu (Group Practice Manager) John Baker, Janet Galley,
Michael Held, Angela Southall (minutes). Peter Gallagher (new Member)

APOLOGIES:

Ron Ashton
Blaine Price
Phyl Heymerdinger
Frances Evelyn
Bob Evelyn

MINUTES OF LAST MEETING:

Agreed

MATTERS ARISING

None

PRACTICE UP-DATES

Kim informed us patients that do not turn up for an appointment will be getting a letter from the Practice reminding them that they did not turn up. Kim informed us that 30 appointments a week are missed by patients not turning up. Kim also spoke about the Practice in general & informed us that the Surgery Doctors have Fourteen and half thousand patients between them.

Kim also informed us of all the following:

Doctor Moore is reducing his clinical sessions. Two days a week full clinical duties. Friday he will be training Registrars.

Paramedic Rachael Turner is now working as an Urgent Care Practitioner. If a patient was to collapse she is available. She can also see patients on the day.

Rebecca Bloxham is joining the Surgery in June 2020 as a G.P.

Jack Sayers new HCA works Wednesday, Thursday & Friday. Jack has also worked as an Ambulance Technician.

Ophthalmologist “the sight surgery”

Monday & Friday doing assessments. Friday minor surgery is carried out.

EARS

The Surgery no longer do ear syringing and are not able to carry out microsuction. If patients wish this they will need to source it privately.

FRIENDS AND FAMILY COMMENTS:

26 comments were made by patients. 21 were good comments.

NEW INNOVATIONS

New blood pressure machines in situ at surgery. Patients can take their own blood pressure and give the Receptionist their blood pressure results. The receptionist can log the readings. This is an improvement and benefits Doctors & patients. Kim & PPG spoke about blood pressure and heart conditions which are the biggest killers. We spoke about encouraging patients to do this. Can we encourage them more.

MILTON KEYNES VILLAGE PRACTICE MINUTES OF PATIENTS PARTICIPATION GROUP MEETING
Held on Thursday 30th January 2020 1pm – 2pm

AOB

Janet Galley said “Terms of reference” is on the website.

Walks.

2 successful walks. 4 people turned up on first walk. 6 people turned up on 2nd walk. We were informed **Age UK** walks can tackle loneliness for people on their own.

Janet asked if beverages (cups of tea/coffee cold drinks) could be supplied in the board meeting room. Kim said that would be ok.

New Member Peter Gallagher requested we should mention about the PPG on the surgery website, however this is already there.

Anne stated she was pleased that Kim had attended this meeting as a request was made by the ppg that a member of staff be present.

Star of the month

Angela Southall said she would like to nominate Dr. Johnny Lawrence as star of the month. Dr. Lawrence had been particularly helpful and understanding. After a discussion we (ppg members) said it would be nice to mention **ALL STAFF** at the GP Practice. They are all stars of the month.

Primary care network

We spoke about Primary Care Network.

NEXT MEETING IS PLANNED FOR 1pm THURSDAY 27th FEBRUARY 2020