

MILTON KEYNES VILLAGE PRACTICE  
MINUTES OF PATIENT'S PARTICIPATION GROUP MEETING  
HELD ON 8<sup>th</sup> August 2019

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

**PRESENT:**

Anne Falcus (Chair), John Baker (minutes), Blaine Price, Matt Search (part-time)

**APOLOGIES:**

Janet Galley, Ron Ashton, Michael Held, Phyl Heymerdinger, Angela Southall.

**MINUTES FROM PREVIOUS MEETING:**

The minutes were agreed. See below for updates where applicable.

**MATTERS ARISING:**

No specific matters were discussed. (Only two PPG members present).

**PRACTICE UPDATES:**

It is not clear if the vacant GP position has yet been filled.

**MEETING WITH PPG CHAIRS**

Anne Falcus set up the meeting with other PPG Chairs. Out of the other three invitees only one made it to the meeting. The other PPG Chair was from the Walnut Tree practice also explained that they had difficulty in attracting patients to take part in their PPG.

However, during the meeting it was established that Walnut Practice employed a paramedic. It was not clear how this paramedic was utilised and Anne to explore further at the next meeting planned for 16<sup>th</sup> September.

Also, Walnut Tree utilised a traffic light indication feedback system whereby patients could respond with their experiences using red, amber or green lights.

**FLU CLINICS**

The low attendance made it impossible to establish any help/support required from the PPG regarding the Flu Clinics. Flu Clinics to be held during September/October.

**FRIENDS & FAMILY**

Not discussed.

**AOB**

One suggestion that had been made referred to the on-line appointment booking. At the moment, when booking an appointment on-line, it appears only to be possible to book the appointment with your own GP. It would be nice to have the option, if time was an issue, to be able to opt to book with any other GP whilst still on-line.

The meeting was joined by Matt Search, the Physiotherapist attached to the practice. This service does not come under the NHS and is a private/paid for service. It was agreed that this service, within the practice, needs much more promotion and Matt is working up some ideas to do this. He wants the service

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to become much more involved within the local community and also for the service to expand into gaps where the NHS is not involved.

The costs of using this private service is displayed in reception.

**NEXT MEETING IS PLANNED FOR THURSDAY 26<sup>th</sup> SEPTEMBER AT 1pm**