

**MILTON KEYNES VILLAGE PRACTICE
MINUTES OF PATIENTS' PARTICIPATION GROUP MEETING
HELD ON 28 February 2019**

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

PRESENT:

Clive Darnell, John Baker (minutes), Ron Ashton, Anne Falcus (Chair), Jim Hitchen, Phyl Heymerdinger.

APOLOGIES:

Janet Galley, Michael Held, Ayo Agunbiade.

MINUTES FROM PREVIOUS MEETING:

There was some confusion in the group about the signing in (Visitors Book) procedure. At the last meeting it was requested that PPG participants signed in/out in the Visitors Book. But, on this occasion it was enough only to use/sign the 'Participant's' attendance page. Can this be clarified.

Also, it was mentioned that the clock is not yet back in the waiting room.

MATTERS ARISING:

TERMS OF REFERENCE

The terms of reference dated December 2013 and the amendments dated November 2015 were discussed and accepted by the group. The question was raised about who, within the PPG, had signed the confidentiality agreement.

Can the list of those who have signed the confidentiality agreement be available for the next meeting?

LETTER FROM THE PRACTICE

- a. The demographic of the practice is not represented by the profile of the PPG. However, it was acknowledged that it was not easy to attract younger practice patients to the PPG as availability and time could be a major restraint for those who have not yet fully retired. However, it was felt that the practice social media site could be used to encourage all age groups to get involved in the PPG.
- b. It was felt the Walking Group activity fell outside the remit of the Practice/PPG. Many walking Groups already exist within MK catchment areas.
- c. Areas (CAB, Live Life, Diabetes) of activity were not clear to the group and required clarification.

At this stage both Clive and Jim stated that this PPG meeting would be their last.

Clive stated that, in his opinion, although the medical operation of the practice was exceptional the admin was generally poor. He said that, on checking his own personal health records (on-line) there were significant errors being reported on his state of health. These errors have now been corrected but the group was advised to double check their own on-line health records for accuracy.

FRIENDS & FAMILY:

There were 4 inputs for February. 3 were negative and 1 positive.

The issue of the tight turning when accessing the site was mentioned and, although it is a bit tricky, it was felt that this was in the hands of the landlord and not much could be done about it.

AOB:

- a. No Star of the Month

The practice website lacks up to date information. Anne volunteered to look at the site and update where she can.

Jim Hitchen mentioned that the communication regarding Dr Whyte's retirement from the practice could have been handled better. In his view, it was a bit 'abrupt'.

For Dr Whyte's patients the text message would have been a surprise (particularly if they had not had to visit Dr Whyte for some time) and more information would have been helpful.

Clive stated that MK Hospital offers visits to their Pathology Labs and this is also available to practice PPGs. Clive to communicate details via email to the group.

**THE NEXT MEETING IS PLANNED FOR:
Thursday 28th March at 1pm**