

MILTON KEYNES VILLAGE PRACTICE
MINUTES OF PATIENT'S PARTICIPATION GROUP MEETING
HELD ON 27th June 2019

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, Michael Held, Phyl Heymerdinger, Angela Southall (minutes).

APOLOGIES:

Janet Galley, Ron Ashton, Blaine Price

MINUTES FROM PREVIOUS MEETING:

As before all PPG participants to sign in and out of visitors book.

MATTERS ARISING:

Terms of Reference

All PPG participants are to sign the "Confidentiality Agreement". Making sure that **new members** are made aware of this.

New notice compiled by Anne Falcus (Chair) attached.

We all discussed where the best places are to display Anne's new Notice. New Notice also mentioned in Milton Keynes Village Practice Newsletter for June. (It was noted that the day and date was omitted)

CQC Audit

Group Practice Manager Kim Olowu informed us that the CQC carried out a 1hr telephone data and information audit which went smoothly. IPC (Infection Prevention & Control. The Surgery received 92%.

Friends & Family:

"How can we improve the Practice" forms are not wanted on reception desk. It was suggested that they go on top of the book case. We had 4 good feedbacks from patients praising the Practice and Staff and 1 regarding not being able to register with the Practice because Willen is too far.

Group Practice Manager Comments

- (1) Kim Foy Olowu informed us that the Practice has offered a new G.P. post to a successful applicant.
- (2) Informed us that the PCN (Primary Care Network) as mentioned in the MK Village Practice News Letter, there are a list of names and the following clinics:- Psychiatric Nurse/Dementia Awareness Nurse/MIND Counsellor/Community Social Worker and a Counsellor for Staff welfare will be available from the Practice.
- (3) Also informed us of private physio services within the G.P. Practice.
- (4) Kim thought that we should be sharing information with other PPG members within our PCN.

AOB:

- (a) Star of the month is Claire Bayley a staff member of the G.P. Practice.
- (b) Anne Falcus informed us she was meeting with other PPG members within the PCN. She would let us know the outcome of her meeting.

NEXT MEETING IS PLANNED FOR THURSDAY 8TH AUGUST AT 1pm

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