

MILTON KEYNES VILLAGE PRACTICE  
MINUTES OF PATIENT'S PARTICIPATION GROUP MEETING  
HELD ON 25<sup>th</sup> APRIL 1pm

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

**PRESENT:**

Anne Falcus (Chair), Michael Held, Phyl Heymerdinger, Angela Southall (minutes)  
Sandra Thomas Manager of Care Navigation team

**APOLOGIES:**

Janet Galley, John Baker & Blane Price

**MINUTES FROM PREVIOUS MEETING:**

All PPG participants to sign in and out of visitors book.

**MATTERS ARISING:**

None

**Terms of Reference**

Anne Falcus (Chair) asked Angela Southall to sign the "Confidentiality Agreement". All PPG participants are asked to sign the "Confidentiality Agreement". The group was advised to double check their own on-line health records for accuracy.

**Friends & Family:**

1 Negative and 2 Positive comments from forms that patients fill in. It was suggested that perhaps the forms for patients comments might be placed on the reception desk. There was no star of the month.

**AOB:**

As discussed at the last meeting Patient Participation Group we need a bigger demographic for new members to join the PPG. Anne Falcus (Chair) has written the following to be put on notice boards in the Practice, Supermarkets, "Parish Council Notice Boards", Oakgrove & Middleton School Notice Boards.

My name is Anne Falcus I have been chair of the PPG for 8 years.

In the past year our numbers have been depleted for various reasons. I am hoping to persuade more patients to join our group.

At our meeting we find out about new innovations within the practice, eg: minor surgery, mental health nurses, Citizens Advice sessions, Adult Social Care drop in sessions, physiotherapy, pharmacist, Carers groups etc and there will be more to come in the future.

We have, in the past, had fund raising coffee and cake events to support Willen Hospice and Macmillan, sadly due to falling numbers we were unable to support either last year.

It would be great if we could attract some younger people to the group, maybe you have a school age child and could spare an hour at lunchtime once a month.

If you would like more information about what we do please email me at [anne2falcus@hotmail.com](mailto:anne2falcus@hotmail.com) or, you could just turn up for the next meeting at 1pm on Thursday 30 May

Thank you.

AOB cont/

Sandra Thomas Manager of Care Navigation Team spoke to Angela Southall about her experience regarding not being able to book two appointments on the same day. Sandra promised to look into this.

It was mentioned that a clock be put back into the Surgery reception area.

Could Patients be reminded on the Surgery TV screen that Blue Badge Holder parking spaces are for Patients with disabilities.

**THE NEXT MEETING IS PLANNED FOR THURSDAY 30th MAY AT 1 PM**