

MILTON KEYNES VILLAGE PRACTICE
MINUTES OF PATIENT'S PARTICIPATION GROUP MEETING
HELD ON 28TH MARCH 2019

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

PRESENT:

Anne Falcus (Chair), Michael Held, Blane Price, Phyl Heymerdinger, Angela Southall (minutes).

APOLOGIES:

Janet Galley, John Baker.

MINUTES FROM PREVIOUS MEETING:

All PPG participants to sign in and out of visitors book. 2 PPG participants Clive Darnell and Jim Hitchen will no longer be attending PPG Meetings.

MATTERS ARISING:

Terms of Reference

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

The group was advised to double check their own on-line health records for accuracy.

LETTER FROM THE PRACTICE

As discussed at the last meeting we need a bigger demographic for new members to join the PPG. We spoke about how to attract new Members. Angela Southall suggested that we use notice boards in Tesco & Waitrose inviting new participants to join. Michael Held suggested that he could put a notice on the "Parish Council Notice Board. Also Oakgrove & Middleton School notice boards.

Friends & Family:

There was no comments this time on forms that patients fill in. Star of the month: A Navigator was given star of the month. Anne Falcus said that the Navigator helped a patient who needed reassurance. This was outside the normal remit of a Navigator.

AOB:

As discussed at the last meeting The Practice website lacks up-to-date information. Ann is looking at the site and update where she can.

Michael Held shared his experience of coming out of John Radcliffe Hospital after major spinal surgery. Michael spoke about "Home First Reablement Team". He had Pysio and Home Carers for 4 weeks. The service was excellent and helped him with his recovery.

Angela Southall brought up a problem that she had with a Navigator who informed her that a patient cannot have two appointments in a day. This will be looked into to clarify if that is correct.

Parking: Disabled Parking should be kept for Blue Badge Holders. We all agreed that it cannot be policed. Unfortunately it also says Parent with children can park there.

Blane Price sends his apologies as he cannot attend the next two PPG meetings.

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THE NEXT MEETING IS PLANNED FOR :
Thursday 25th April at 1 pm