

MILTON KEYNES VILLAGE PRACTICE
MINUTES OF PATIENT'S PARTICIPATION GROUP MEETING
HELD ON 30th May 2019

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

PRESENT:

Anne Falcus (Chair) Janet Galley, John Baker, Ron Ashton, Michael Held, Phyl Heymerdinger, Angela Southall (minutes).

Note: No member of staff from Practice at PPG meeting. Anne Falcus (Chair) advised if they cannot attend to let us know.

APOLOGIES:

Kim & Brenda from Practice. John Sherman.

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.

LETTER FROM THE "CHAIR"

Anne Falcus has compiled a new notice which will try to get new members involved and join the PPG Group. The Practice Manager has approved the Notice which is attached.

CQC Audit

Practice will be Audited by CQC by telephone.

Friends & Family:

How can we improve the Practice? Only 1 suggestion this month. Comment was "The long wait to book a routine appointment is an issue although I understand the reason behind it. The "how can we improve the Practice" forms need to be moved to the reception desk so they can be seen by all Patient's.

AOB:

- (a) No Star of the Month.
- (b) Clive Darnell told Anne Falcus that the Receptionist was not very helpful.
- (c) MJOG is it still being used? If not can the Surgery confirm if they are still using it.
- (d) Janet apologised, she will not be at the next meeting.
- (e) As soon as Ann's new Notice is altered we will use "Parish Council boards, Waitrose and local notice boards to distribute it. Fish & Chip shops and local Vets mentioned. Tesco and various other shops at Kingston Shopping Centre. Anne Falcus (Chair) also mentioned perhaps local Costa Coffee windows can be used to promote PPG.
- (f) Is there anything the PPG can do to help the Practice.

THE NEXT MEETING IS PLANNED FOR THURSDAY 27th JUNE at 1 PM

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