



PRACTICE NEWSLETTER — May 2026

PPG Chair Report by Paul Egerton

As Chairman of the Patient Participation Group (PPG), it is my pleasure to welcome you to the spring edition of the practice newsletter. Our Group continues to play a vital role in bridging the gap between patients and the practice, ensuring your voices are heard and your concerns are addressed. Together, we strive to foster a community where everyone feels informed, supported, and empowered to take an active part in their healthcare journey.

Over the past few months, we have seen significant progress in several areas, including improvements to appointment systems and enhanced communication with the surgery. PPG feedback has been invaluable in shaping these changes, and I would encourage you to share your experiences and suggestions. The Group remains committed to promoting patient wellbeing and facilitating positive change which is at the heart of our regular meetings.

Use of the NHS app on smartphones and other devices has increased in recent times, and the Practice has developed some really helpful short video clips which are in the process of being added to the practice website. These clips will be explaining in simple terms for those who are nervous about using the NHS app, just how to use it and how you as a patient can get the most from it.

The PPG has decided to trial hybrid online and in-person meetings every 12 weeks when we meet at Tweed Drive (we alternate our meetings between both Tweed Drive and Fern Grove, Water Eaton sites), as it is thought that one of the barriers to wider patient participation could be the inability of some to make our scheduled meetings. Although we are trying to accommodate but alternating start times, if you cannot make an in-person meeting but would like to connect from home, do please contact the Reception who will take details and pass on to the Practice Team to ensure that you are included in the future.

Please do get in touch via the Practice Reception at either Tweed Drive or Fern Grove sites if you feel you would like to know more about the PPG or get involved or have ideas for future initiatives, please do so, as the PPG needs a regular supply of ideas to continue its work of suggesting improvements to the Practice staff.

Surgery Closures

Will be closed from 2:30pm to 6:30pm for training on:

- Thursday 21st May 2026
- Tuesday 23rd June 2026
- Wednesday 22nd July 2026

If you need assistance in an emergency, always call 999.

Spring Covid Vaccinations

We started our Covid Spring Booster campaign for 2026 in April.

Patients who are eligible will be contacted by the practice and provided information on how to book your appointment.

RSV Vaccinations

From 1st April 2026, the RSV eligibility has updated to include over 80 year olds.

Please call us to book in your vaccination on 01908 373058

If you need further information about eligibility, please visit the NHS website:

www.nhs.uk/vaccinations



The Whaddon Walkers Celebrating their 15th Anniversary

Missed Appointments Affect Everyone

When patients do not attend (DNA) appointments without notice, it delays care for others and wastes valuable time. Every missed slot could have helped someone in need.

If you are unable to make your appointment, please call us on 01908 373058

Diabetes UK Milton Keynes Group: Everyone Welcome!!!

The Milton Keynes Diabetes UK Group supports anyone living with diabetes or pre diabetes, as well as their families, carers and friends.

- **Meet others who understand life with diabetes or pre diabetes**
- **Share experiences, ideas and practical tips for self management**
- **Access reliable, up to date information on diabetes and related health topics**

When: Third Thursday of each month (no December meeting)

Where: Centrecom Community Centre, 602 North Secklow Gate, Milton Keynes, MK9 3BJ. Free parking available.

Contact:

Email: miltonkeynes.diabetesukgroup@gmail.com

Phone: Corinne Wykes 07964 161792, Lesley Franklin 07841 979760

Do you know about the NHS App?

What is the NHS App?

The NHS App is a simple and secure way to access a range of services from a smartphone or tablet. It is free from app stores. Patients need to be 16 or over to use it.



You can use the NHS App to:

- Order repeat prescriptions
- Book appointments
- Get health advice
- View your health record
- Register your organ donation decision

For more information, please visit the NHS website.

Zero Tolerance Policy

Our surgery has a zero tolerance policy: abusive or aggressive behaviour towards staff will not be accepted.



Introducing our Carers Café

Whaddon launched its first Carers Café on Tuesday 21 April 2026 at Whaddon Way Church. Due to overwhelming demand and a high number of registrations, the venue was changed to accommodate all attendees. The event was extremely well received, with 100% of attendees rating it as satisfactory. All participants also rated the guest speaker as useful. The guest speaker from Citizens Advice Bureau delivered a session focused on Carers' benefits and was available afterwards to provide one-to-one support. Feedback from Carers who attended included:

"A BIG thank you for organising this event. I have found it very useful and informative."

"I think there is a huge need for support groups and social connections. I experience extreme isolation and loneliness within my caring role, which has an impact on my emotional health."

"A useful session – informative and well presented. Offered useful advice."

The majority of carers expressed interest in Mental Health and Wellbeing as the focus for the next Carers Café.

The next session is scheduled for 16 June 2026 at the same venue, with invitations to be sent directly to Carers in due course.



Larger print versions of this newsletter are available. Contact us or visit our website