

Notes from PPG held on the 11th of March at Tweed Drive

Present; Jenny, Paul, Lally, Sue, Shirley, and by video link, Jane

In attendance

Sarah and Janine

Apologies

Alan, Peter, and Corinne

Surgery update

Janet, one of the medical secretaries has retired and Sally will be retiring next week. Advertises for their posts and also for a pharmacy technician and two patient advisors for reception are currently live.

Another Covid booster session was offered from the 1st of April, but eligible patients will be invited to book an appointment slot; the eligibility criteria will be the same as before.

The next session of Cancer and Beyond session will be held at Waterhall church on the 19th of March at 5:00 PM.

The surgery is working with Milton Keynes City Council to relocate their Water Eaton site. It will be located close to the existing site.

Sarah introduced herself and explained that she is responsible for the surgery's social media presence and website. She explained that Dr Malik had recorded some YouTube clips which were intended to demystify some common issues that patients present with and, these will be uploaded to the practice website. Sarah played one of the videos that has been produced for educational and information purposes which all present felt were pitched at the right level.

Action Janine to send link to the group.

Shirley suggested making videos for people with learning disabilities, this could be investigated for the future. It was also suggested that it would be helpful for some or all of the videos can be translated into other languages. Sarah emphasised that these YouTube clips are for information purposes and not to replace appointments.

There was then a discussion about the NHS app and how useful it can be. Most felt it was a positive step, but there was a danger that it left behind those for whom use of IT presents difficulties.

Alan had asked what impact the Salden Chase development is having on the surgery. Janine said there were no plans to build a new surgery there now. The surgery was in discussion with the ICB about extending its current practise site, but no further information was to hand at the time.

Appointments

There were some positive comments about booking appointments on the practice app however there was an issue sometimes if all the comments patients had written were not noted.eg, booking an appointment for 11am when the patient had stated they could not attend between 9 till 5. Patient's advisers have been asked to phone patients if offering an on the day appointment to check that the patients can get to the surgery.

Reports

Whaddon walkers Shirley said that there had been 80 walkers that day In two weeks,' time they will be celebrating its 15th birthday. Sarah who will be editing the next newsletter, asked if Brenda could do an article and photographs. **Action Shirley to ask.**

Any other business

Paul said he was attending the annual Tackle Prostrate Charity conference. He was also helping to author a questionnaire for all Men's Sheds to comment on what medical issues their members are most worried about.

Jane raised the issue again that Prostate Cancer Charity is lobbying the Government to ensure that all men over 50 should be screened. However, the Government position is that GPs should only refer if patients present with symptoms or a family history of prostate cancer.

Shirley raised a point that there was a patient who was interested in using teams to attend the meeting but would not be able to be present until 5 pm. It was decided the next Tweed Drive meeting would start at 5 pm

The next meeting is at Water Eaton 6th of May at 4:30. Jane gave her apologies for absence in advance.