

## MINUTES OF FLITWICK SURGERY PATIENT PARTICIPATION GROUP

Thursday, 29 February at 6.30 pm at Flitwick Surgery, Highlands, Flitwick, MK45 1W

### ◆ Attendance and Apologies

Apologies: Richard Pardoe, John Roberts and Claire Thompson.

Present: Lionel Yarde (chair), Penny Luker-Brown, Alan Elliott, Sally Law, Fred Degenhardt and Andy Long.

### ◆ Approval of Meeting Notes from previous meeting -13 December 2023

This were agreed as red.

### ◆ Matters Arising

None

### ◆ Reports

**Chairperson:** LY reported that he had continued to receive positive feedback regarding the Surgery. PPG members were very complimentary of the new patient services staff, and in particular how helpful the new male receptionist had been to patients on the front desk. PLB to pass back these comments

Treasurer: Not present

### **Practice Manager:**

**New Telephone System:** PLB reported that the practice had now installed the new cloud based telephone system. It was early days yet but the call monitoring was proving helpful at managing the telephone calls, although they had noted that since starting online triage the number of calls to the surgery had been reduced.

**PCN Green Vale Health:** PLB reported that the in addition to the 2 pharmacists the PCN had recruited a Health Coach, Co-ordinator and Manager/Digital Transformation lead. Future plans will include a paramedic for home visiting/minor illness. With the addition of two more pharmacists the practice had managed to clear its small backlog of medication reviews and had started a hypertension diagnosis pathway lead by Clinical Pharmacy staff.

**Practice Newsletter:** The PPG suggested that the PM produce a newsletter for patients to share information about triage, new phone systems and new services. They would be happy to share it through their local network of Whats App and facebook groups.

**Patient Survey:** PLB circulated copies of the latest patient survey focusing on the use of patient access to services via online platforms such as the website or triage system and what patients would find helpful with the new phone system.

**N.A.P.P:** nothing to report

**Locality:** There as a concern regarding the expansion of central beds and Flitwick with new housing without an expanding infrastructure. PLB to update the PPG when she had more news.

◆ **Election of Officers**

LY to stay as Chair

Sally Law to deputise as Vice Chair

Richard Pardoe to be asked to stay on as Treasurer

PLB agreed to act as Secretary.

◆ **Next years priorities and plan:**

**PPG Recruitment** – LY and PLB to find time to meet to look at ways of increasing membership. A newsletter as already discussed could be used to help recruitment.

**Date of next meeting:** 19<sup>th</sup> June 2024 agreed to be hosted at Flitwick Surgery.

◆ **AOB:** No items have been submitted

◆ **Meeting Closed**

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