*The role of the PPG is to work collaboratively with Watling Street Practice to protect, maintain and where possible enhance the services and facilities and so achieve the best possible experience for patients. Members are volunteers, drawn from the registered patients and carers from each of the 3 practices and meet every 6 weeks; Notes of each meeting are published on the WSP website and are also available, on request by email.*

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**Notes of the Meeting of 10th February 2025 at 1830, Shenley Church End**

**Present:**

John Marshall, Chairman;Edwin Botelho, Practice Manager Shenley Church End (SCE) and WSP Lead. Janice Barnfather, Crad Allerton, Sue Graham, Michael Cato, David Outtram, Lyndsay Hills, Steve Hills, Susan Hallam, Richard Hallam, Malcolm Maslin, Patricia Chalk, Lynn Bovis, Vignesh Kumar, Gavin Allen, (all SCE) and Czesiawa Eales-Johnson, (GH).  
  
**Apologies:**

Joan Crossan, Gill Thompson

**Guest:** Dr Kohli attended briefly and has been re-invited to join the next meeting to be held on the evening of 24th March at Great Holm surgery, time TBA

**Welcome and introductions:**

JM, as Chairman introduced himself. He reminded attendees that on   
01 July 2024 Hilltops Medical Centre, Stony Medical Centre and Watling Vale Medical Centre merged to create Watling Street Practice, now the largest GP practice delivering primary care in Milton Keynes. One consequence of that reorganisation has been a merger of the 3 previously site-based PPGs to create a new single PPG. WSP management convened a meeting with the chairmen of the 3 PPGs on 15 November last year at which JM was elected Chairman; the first meeting of the new PPG was held on 06 January 2025 and tonight was the second meeting.   
JM explained that the PPG is essentially a committee of volunteers who have indicated their willingness and availability to represent patients by convening regularly with practice management to discuss relevant issues. As such, if only for reasons of meeting management and logistics meetings are not public meetings. That is not to say that PPG proceedings are confidential; a Note of the meeting is always taken and the intention is that the Note is made available to all patients. In response to a question from the floor, JM advised that Practice Management is responsible for disseminating this information and the best mechanism for achieving this is under discussion but is yet to be decided. The most sensible option would seem to be to utilize the link to the PPG page on the WSP website **Action: EB**   
Regarding PPG membership, JM reiterated that for efficient management of the business, the desirable outcome and expectation would be for no more than 6 or 7 patient representatives from each site, resulting in a PPG of 20 patient representatives maximum.   
(**NB** see AOB, below for details regarding future arrangements for membership of the PPG following this meeting).   
The role and remit of the PPG is set out at the head of this and every Note of the Meeting. The full Terms of Reference and purpose of the PPG can be found on the WSP website’s Home page, by clicking on the PPG link in the ‘Further information’ section at the foot of the page and by clicking on the ‘About Watling Street Practice’ link at the head of the page, then the ‘News’ icon at the foot of the page.  
 **Matters arising from the last meeting.**

**WSP News**

The unified phone system started on Friday 8th March as planned and the results for the first days of operation resulted in all phone calls being answered in under a minute.

Callers are given the option to receive an SMS link to Accurx. Of the 1400 calls received, just under 100 accepted this option.

EB played recorded voices for members to select a preferred recorded answer to phone calls. Waiting-time music choices will be selected at the next meeting.

The new IT tablets for patients’ use with receptionist help if needed are now at all three practices. An item will be placed in the next Newsletter. **Action: EB**

**Job titles.**

Practice Manager will be used at all three sites.  
The GP salaries template on the website will be updated before 31st March   
 **Action: EB**

**Accurx progress**.

Complaints were made that the Accurx continues to be closed early in the day, often before 9.30am. Whilst the excellent same-day acute appointment service, primarily delivered at SCE seems to be working well for most of those who manage to submit a request prior to closure, the apparent inability of the triage system to offer appointments other than same day appointments frustrates patients who are requesting, via Accurx either a future appointment with a named GP and / or a practitioner within the next fortnight or longer.

Doctors do apparently have the facility to make ‘return within x days’ appointments but appear not to be doing so; this reluctance was noted and acknowledged as sometimes, the follow-up appointment is not needed. The PPG has previously been told that WSP is working to achieve improvements but wishes to reassert that changes to the system are still required. EB agreed to pursue. **Action**: **EB**

**Coordinating blood tests**

EB reported that the practice was still working on measures to improve this service.

WSP has 140 employees and is the largest practice in MK with 26 doctors and 40,000 patients

It is proposed that in the fullness of time, each practice site will become a hub, primarily delivering a ‘specialist’ service whilst at the same time providing flexibility to continue to deliver a wider range of treatment and services to their ‘home’ ie local patients who are unable, for whatever reason to attend another site. SCE already serves as the Acute Hub, delivering most of the ‘same day’ appointments; GH is expected to become the Chronic Hub, dealing with amongst other things, long-term chronic conditions such as diabetes and asthma; SMC, partly driven by demographics might become the Hub for the delivery of care associated with frailty, mental health etc.

**AOB  
  
PPG communications**.  
There have been communication problems in setting up the SCE PPG and these were discussed.

Those present who wished to be members of the WSP PPG were asked to include their email addresses on the attendance list.

In future, PPG members will receive these Notes directly. **Action:** **CA**

All other WSP patients will be sent an SMS message with a link to the WSP website, PPG section, to view the notes if they wish**. Action: EB**

**Date of next Meeting**

**24th March 2025 at Great Holm, evening time tbc**

**For the benefit of all, a copy of the Notes of the 6th January meeting will also be sent with this document**