



WESTFIELD ROAD SURGERY

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Tel: 01908 377103 Fax: 01908 374427

Dr. Vannan Canthaboo

Dr. Antoinette Canthaboo

Practice Manager: Emma Weatherley

PATIENT PARTICIPATION GROUP – AGENDA

Monday 20th January 2025 3.30 – 4:30pm Westfield Road Surgery

***Attendees Emma (PM) Mandy (DPM), Michael,
Angela sent her apologies***

1.	Total Triage Update
2.	Surgery Extension Update
3.	Educating Patients on Self Care
4.	Surgery News Letter
5	Any Other Business

1. Total Triage Update

Michael reported that he has never had any problems with the triage form and is completely happy with it. He has also had no reports from family or friends who have had trouble. He finds it very easy to see a GP or get through on the telephone, he has always been “number one” in the queue.

2. Surgery Extension Update

We reported that there was no real change, the plans should shortly be going through to planning at MK Council so hopefully we will hear some information soon.

3. Educating Patients on Self Care

We discussed how we could encourage patients to practice self-care before contacting the surgery. Michael mentioned that we already had the banner in the waiting room with the different options for patients, also information on the calling board. We also mentioned that the new website has a portion about self-care. It was decided that we will carry on with advertising pharmacy first scheme and self-care.

4. Surgery Newsletter

We mentioned that starting this year we will be having a monthly newsletter for all information from the surgery. Michael has taken a copy home. Copies will be available in the waiting room and uploaded on the website.

5. Any other business

We did not have anything else to discuss.

Date for the next meeting Monday 14th April 3:30pm