

**FLITWICK SURGERY**  
**PATIENT PARTICIPATION GROUP**  
**GENERAL MEETING**

**11<sup>th</sup> March 2021**

**17.30 via Zoom**

Chair opened the meeting at 17.30 by welcoming everyone.

**1. Attendees**

Julie Abrahams – Chair  
Dr A Turner  
Penny Luker-Brown  
Richard Pardoe – Vice Chair  
Alan Elliot  
Richard Kennedy  
Fred Degenhardt  
Lionel Yarde  
Sally Law

**Apologies:**

John Roberts  
Claire Boland  
Andy Long  
Beryl Skuce  
Venetia Bunker  
Mabel McLaughlin  
Marina Brackenridge  
Angel Brown

**2. Notes from the last meeting 24/11/2021**

These were approved following the removal of Annual from the title.

**3. Matters Arising**

Item 5 page two – the PPG discussed problems that had been experienced using the telephone system.

**4. Chair Persons Report:**

JA reported that she had received a number of criticisms and comments about the surgery as well as some really positive feedback, since the last meeting. These have been forwarded to Penny.

People are really grateful for the telephone appointments and the vaccination programme but are still experiencing difficulty getting through on the telephone and booking appointments, especially phlebotomy appointments.

She was saddened to hear that Dr Shergill had left and said she asked PL-B to update the PPG regarding the current GPs at the surgery.

She thanked committee officers for all their work behind the scenes and Andy and Lionel for keeping us informed regarding local news.

This is my last general meeting and I thank you all for the support you have given me as Chair over the last three years.

#### **4. Practice Managers Report:**

Staff changes - Dr Shergill has left but is continuing to do some ad hoc days.

Dr Akhtar left at Christmas, but may do some locum work.

Dr Al Badri joined in February

Dr Rafiq joined in January.

The Clinicians have been expanded

The Pharmacy team has expanded - now 2 pharmacists and 2 pharmacy technicians – following the appointment of PCN staff.

Adverts have been placed for a number of PCN vacancies - Podiatrist, Care Co-ordinator, Dietitian, and another Pharmacist.

Covid Vaccine: 16-64 invites have been sent out (with underlying conditions). Able to book directly with Rufus centre now.. Vaccines are in supply.

Sally law will investigate pulling together information for a local newsletter/magazine. Penny to forward information to Sally to review with Town Council.

#### **5. Treasurer:**

JA informed the meeting of Mabel's ongoing treatment. It was agreed that some flowers would be sent to Mabel.. JA to arrange.

Balance of account £306.94.

#### **6. Locality:**

Surgery is open but operating a telephone triage system for GP and Minor Illness Nurse appointments. Clinicians will organise Face to Face appointments if clinically required. All other services are available and need to be prebooked, for example Practice Nurses or HCAs services such as for example phlebotomy, Imms and dressings.

#### **7. NAPP**

RP gave an overview of the website highlighting of good information and the good dialogue within the new Community Platform.

#### **8. AGM:**

This will either be in person or Zoom - dependent on current pandemic status.

Thursday 17:00hrs 10th June 2021.

Officer elections to take place for - Chair, Vice Chair and Treasurer. Please let Julie know if you are interested.

#### **9. AOB:**

Following a question from FD regarding whether PL-Bs status had been formalised, Dr Turner reported that discussions are ongoing on Practice Manager Status.

Surgery accepting patients from Stewartby (if in catchment area).

There being no other business the meeting closed at 18.45.