

MINUTES OF FLITWICK SURGERY PATIENT PARTICIPATION GROUP

Tuesday 13th December at 6 pm in The Cricket Pavilion, Rectory Road, Steppingley

◆ Attendance and Apologies

Apologies: Richard Pardoe, Fred Degenhardt, Sally Law and Claire Thompson. The weather was very bad and travelling difficult that evening.

Present: Lionel Yarde (chair), Penny Luker-Brown and Alan Elliott

◆ Approval of Meeting Notes from previous meeting -14 June 2023

PLB apologised but due to a clerical error these minutes had been lost.

◆ Matters Arising

None

◆ Reports

Chairperson: LY reported that he had received positive feedback regarding the Surgery. Acquaintances were finding the move to a GP triage system positive, and this was appearing to help patients access and arrange appointments.

Treasurer: Not present

Practice Manager: PLB reported that the practice had secured funding from NHSE for a new cloud based system. This would allow the practice to monitor its calls and react to times of high demand, it will be a cloud based system so would have functionality for call backs to prevent patients having to wait in call queues. It also meant that messages could be updated easily allowing patients to be informed if the practice was full to capacity or to offer patients information and alternative solutions. She expected to have the new system in place by February 2024.

PLB reported that the new PCN had allowed the Practice to expand and across the PCN there were 3 pharmacists, which means Flitwick Surgery now has the equivalent of 2 extra pharmacists. This means that the Surgery has been able to focus on medication reviews and also bringing in new initiatives (such as focusing on hypertension diagnosis and treatment.

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.

◆ Election of Officers

Due to low turnout this was deferred to the next meeting. LY to stay as Chair in the meantime.

◆ Next years priorities and plan: PPG recruitment

◆ AOB – No items have been submitted

◆ **Meeting Close**

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