

MINUTES OF FLITWICK SURGERY PATIENT PARTICIPATION GROUP

Wednesday, 16 October at 6.30 pm at Flitwick Surgery, Highlands, Flitwick, MK45 1W

◆ Attendance and Apologies

Apologies: Richard Pardoe, Fred Degenhard, Lorna Daynes, John Roberts and Claire Thompson.

Present: Lionel Yarde (chair), Penny Luker-Brown (Practice Manager), Alan Elliott, Cllr Howard Hodges, Dr Richard Edgington (Partner), Andrew Long.

◆ Approval of Meeting Notes from previous meeting on 29 February 2024

This were agreed as red.

◆ Matters Arising

Medication Reviews

PLB and RE explained the action that had been undertaken in response to the PPG's comments whereby there was some confusion amongst patients regarding the medication review process. The lead pharmacist had reviewed the messages sent by the surgery and it was made clearer to patients whether they would need a follow up appointment or not following any initial tests, such as bloods or blood pressure.

There was some concern that some confusion could be caused by the messages on the Clinical Record systems online portal regarding medications as these are not controlled by the Surgery but by the system owners. Lionel to see if he can find a screen shot to help indicate the source of these messages.

New Services

Howard Hodges reported that he had attended a minor surgery clinic and found the care to be excellent – both from the GP and also aftercare from the nursing team. He was unlucky and his wound was infected but complimented the surgery on how this was managed.

Social Media Feedback and Patient Feedback

Alan Elliott noted that the comments regarding the surgery on social media continued to be positive, with Flitwick Surgery being recommended. This was a turn around.

◆ Reports

Chairperson: LY reported that he had continued to receive positive feedback regarding the Surgery.

New PPG members

Howard Hodges confirmed that he has replaced Clare Thompson and will be attending PPG meetings from now onwards. Welcome to Howard.

Practice Manager Report

RSV/Flu and Covid Immunisations

PLB provided the PPG with a breakdown as to the uptake of immunisations as of 16 October. This reflected the hard work of her admin and nursing team at contacting patients and arranging clinics, often working until 8.00 pm at night to make the clinics accessible for working patients.

RSV Immunisations – as of 16th October there were 706 eligible patients, and the practice had provided 352 vaccinations, so 49.86% of eligible patients had been immunised. This was a good take up as the vaccination had only been available since early September 2024

Flu Vaccinations – 5485 patients are eligible for a flu vaccination, either due to being at risk or being aged 65 year or more. By 16th October 2293 of those patients had been vaccinated. 3128 of those patients are aged over 65 and 1660 of those are vaccinated, which is 53%. The uptake for patients at risk, under the age of 65, is not so good, around 2350 are eligible but so far 684 have been vaccinated. The lack of uptake amongst this age group is a common problem experienced by many GP surgeries. It would benefit from targeted health education by the NHSE.

Covid Vaccinations – 2788 patients are eligible for a covid vaccination. So far the practice had administered by 16 October, 1913 vaccinations. This was due to the good turnout by patients aged over 65 years of age who are eligible for both flu and covid vaccinations. The Surgery had made sure that those patients who can have both vaccinations get the opportunity to do so, which helps on the uptake. Patients can have the two vaccinations separately if they so wish.

The practice has more large vaccination clinics organised for October and will mop up in November. The aim was to try and make sure that all patients eligible for flu and covid had these before December 2024. The nursing teams were also offering shingles and pneumonia vaccinations to patients who are eligible. After November the practice will be holding monthly clinics for those patients eligible for flu, covid, RSV, Shingles and Pneumonia to mop up and also provide imms to those patients who become eligible for them after November (ie they may reach the age where they are eligible.)

PCN Greenvale

PLB reported that the PCN have decided to carry out its own Extended Access and this would no longer be contracted to Bedoc. This meant that the practice's GP partners and clinical staff will be carrying out all the appointments.

2024 GP Patient Survey Results

PLB reported the results of the latest BLMK GP Patient Survey. In many areas the practice had seen a positive uptake in patient confidence and satisfaction in the service. Most markedly was in the question asking patients whether their overall experience was good, which had risen from 49% in 2023 to 74% in 2024. This matched the national average and was above the local average. It reflected the hard work of her staff.

N.A.P.P: nothing to report

Locality:

PLB reported that she had visited the development at Steppingley Road, where Ferndale Nursing Home will be relocating. The practice has been offered two clinical rooms which were being funded using 106 monies. However it looked like they may not be available for another year. The practice was a bit disappointed about the lack of admin space to support clinicians. The ICB are currently in discussion with the builders and the Central Bedfordshire council regarding this matter and the practice are awaiting further information on resources and facilities at the site.

- ◆ **AOB:** The PPG had a general discussion about health care and primary care services with Dr Edgington and PLB.

 - ◆ **Meeting Closed**
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