

Flitwick Surgery
Patient Participation Group Meeting Minutes
21/01/2026

Apologies:

None received

Previous Minutes:

Approved

Matters Arising:

PPG information leaflets have been updated and are in reception to encourage sign up. Information on [Carers Panel Beds](#) shared.

Patient Participation Group Report:

Still looking at ways of increasing membership of PPG and involving other patient population groups, such as working aged people, families with young children etc.

The Practice also needs to have a defined PPG Register and LK asked for permission for the practice to add a code to the members' records which can be searched and saved as a list of patients in the PPG. All agreed.

Proposed having an additional virtual patient group in addition to the PPG as a way of increasing membership. LK to progress.

Management reports:

- Friends and Family Test December 2025

The Friends and Family Test (FFT) is a feedback tool that supports the principle that people who use NHS services should have the opportunity to provide feedback on their experience. All practices are expected to participate by encouraging patients to complete a short questionnaire which is sent randomly after appointments. The latest report from the FFT for December 2025 is below:

Report for NHS Friends and Family Test December 2025

How likely are you to recommend us to friends and family if they needed similar care or treatment?

Extremely likely	61%
Likely	32%
Neither likely nor unlikely	0%
Unlikely	1%
Extremely unlikely	2%
Don't know	3%

These results show that 93% of respondents were either likely or extremely likely to recommend the practice to friends and family if they needed similar care or treatment, which is excellent.

- CQC mock inspection update:

LK advised that the practice had a pre-CQC inspection visit on 22nd January in order to prepare for an inspection. We were given feedback on areas to look at however the overall feedback was positive, with the inspection team very complementary of staff.

Some quick win action points are outlined below:

- Implementation of safeguarding deputy and ensure links with other agencies. The practice was also advised to ensure that there was safeguarding information displayed in every clinical and treatment room with contact details for the local authority.
- Implementation of a patient engagement board in the waiting room. This has been actioned.
- Review and update Practice's vision and values. This is in progress and will be circulated to the PPG for their view.

Partners Retiring / Resigning

GP advised that Dr Short will be retiring after 21 years as a GP at Flitwick Surgery on 31st March 2026. Dr Edginton will also be leaving the practice to go to another surgery as a GP Partner.

Confirmed that Dr Rami Ezzidine has been confirmed as a salaried GP following his tenure as a GP Trainee at the Practice.

Next Meeting:

To be confirmed