

# Flitwick Surgery

## Patient Participation Group Meeting Minutes

### 23/09/2025

Apologies: None received

Previous Minutes: Approved

Matters Arising:

- none

Patient Participation Group Report:

- Working to recruit more members
- Georgina to reprinting leaflet and make available in reception

Management reports:

Triage System Review-

- Since 1<sup>st</sup> April 2025 we have kept triage available from 8am – 6.30pm and have received 15,266 medical appointment requests, broken down by day:

Mondays – 3822 (25%)

Tuesdays – 3315

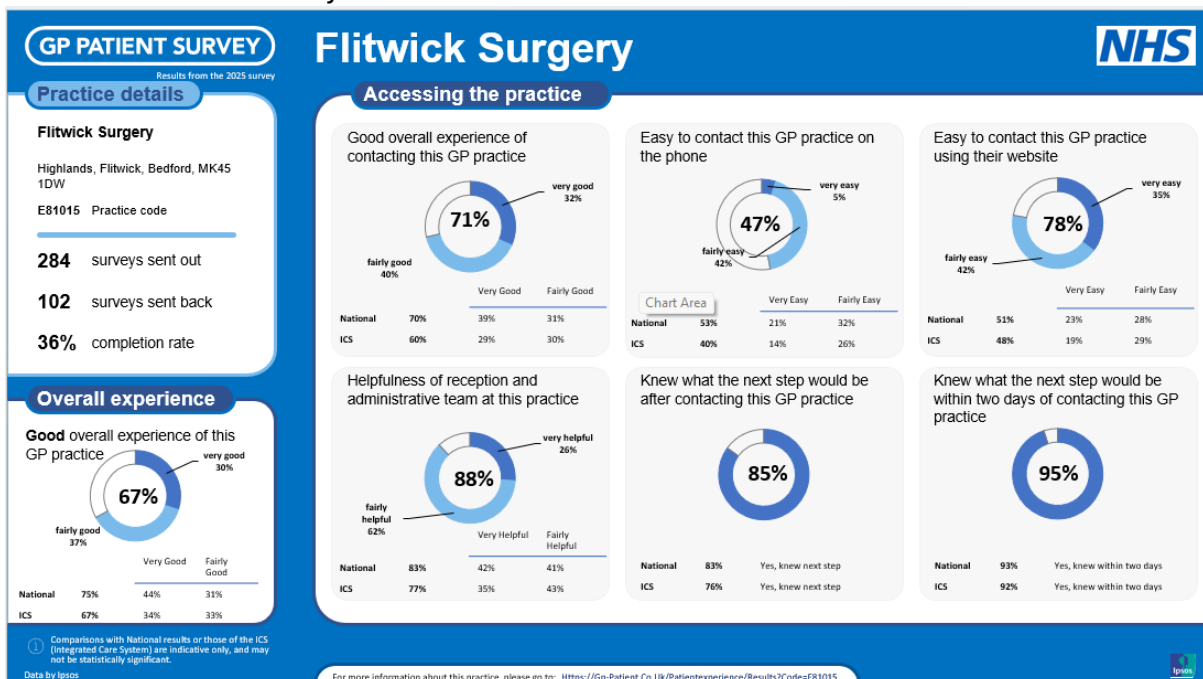
Wednesdays – 2898

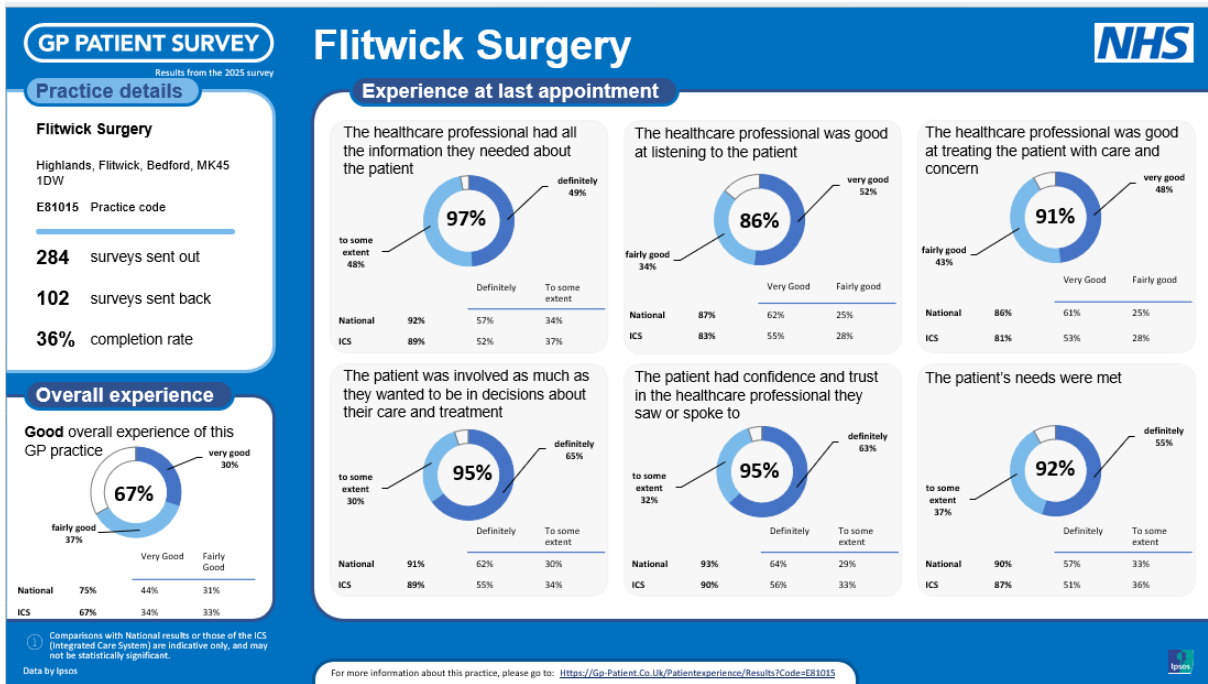
Thursdays – 2728

Fridays – 2505

- 81% of these requests have been sent before 12noon
- 42% between 8am – 9am

- National Patient survey results from Summer 2025:





- Discussed how we were above ICS average in all areas which is excellent.
- Especially pleased with results for helpfulness of receptionists, Healthcare professionals treating patients with care and concern, involving them in decisions and having confidence in them.

Next Meeting: Not specified