

MINUTES OF FLITWICK SURGERY PATIENT PARTICIPATION GROUP

Wednesday, 24 July 2024 at 6.30 pm at Flitwick Surgery, Highlands, Flitwick, MK45 1W

◆ Attendance and Apologies

Apologies: Richard Pardoe, John Roberts and Claire Thompson.

Present: Lionel Yarde (chair), Penny Luker-Brown (Practice Manager), Alan Elliott, Fred Degenhardt, Cllr Howard Hodges, Lorna Daynes, Dr Richard Edgington (Partner) and Lisa Mitchell (PCN Greenvale, Care Co-ordinator)

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

This were agreed as red.

◆ Matters Arising

None

◆ Reports

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

Medication Reviews

LY mentioned that there was some confusion regarding the medicine review process with the pharmacy team. Patients had reported they were being messaged that their med review was due and tests were needed. They would have the tests but did not receive any further message or arrangements for a review, although their meds were reauthorised. Alternatively, they had messages on the NHS app or online service stating that they needed a med review before their medication could be reauthorised but then would contact the Surgery only to find that their meds had been reauthorised.

Action: PLB and Dr RE to review the medicine review process with the pharmacy team. They suspected that this may be a communication issue. It may possibly be also that the way the meds are set up on patient records generates an automated message regarding reauthorisation.

New PPG members

Two new PPG members were welcomed to the meeting– Lorna Daynes and Cllr Howard Hodges have joined the PPG. Cllr Hodges is attending instead of John Roberts and on behalf of Claire Thompson

Action: PLB to provide the new members with PPG membership details.

Healthwatch

LY reported that Healthwatch have contacted the PPG offering their support and asking that the PPG Chair complete their survey. They are currently working for the

ICB compiling feedback as to local PPGs' make up and needs. They also offered to attend the next PPG meeting.

Action: it was decided to not take up Healthwatch's offer at this moment in time.

Practice Manager Report

RSV/Flu and Covid Immunisations

PLB explained that the surgery would be offering the new RSV vaccination in September 2024 and would be sending out information to eligible patients and updating the practice website. NHS England should also be contacting patients directly with information and to encourage patients to take up this vaccination. This RSV vaccination could not be given at the same time as the flu or covid vaccinations so the practice intended to offer it first before they provide flu and covid vaccinations in October 2024.

New Partners

The practice had two new partners, who have joined recently. Dr Richard Edgington, who was attending this PPG meeting. They has also been joined by Dr Narayanan.

New services

Dr Narayanan had a particular interested and specialism in Minor Surgery as well as LARC. As a result the practice were now able to offer a service to remove ingrowing toenails, sebaceous cysts, lipomas and irritated or infected skin tags.

PCN Greenvale

PLB reported that the PCN had recently recruited a Health Coach as well as a Paramedic. The health coach was a new role to the Surgery. His remit was to support and encourage patients make and manage changes to their lifestyle/habits that could improve their medical problems. He was currently helping patients with matters related to anxiety, inability to sleep, weight management and establishing exercise regimes. An example was that we have some patients who have been told that they need to loose weight in order to have an operation, and he was supporting them to achieve this goal, which in turn means they could access medical care for an existing problem. More information on the paramedic role to follow.

PCN Care Co-ordinator – Lisa Mitchell

Lisa was asked to join the meeting to explain the role of the PCN Care Co-ordinator. Her role is to help support patients where they may need assistance in accessing services whether they be medical, social or financial services. She also supports the running of new or existing services. For example, Lisa currently co-ordinates the practice's weekly visits to the two elderly care homes by a practice team of pharmacists and doctors. She will be contacting patients to raise awareness and helping them book into the practice's winter imms campaign (providing eligible patients with Shingles, Pneumonia, Flu, Covid and the new RSV vaccination). She is raising awareness amongst patients of the need to attend regular screening programmes such as those appointments offered to check for HPV (cervical smears).

Lisa also runs audits to check patients have following up on important referrals made by the practice and to help patients who find it difficult to attend these appointments.

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. PLB to update the PPG when she had more news.

- ◆ **AOB:** Cllr Howard Hodges asked the Practice's view regarding the recent reports in the media of unemployed GPs. PLB and Dr RE explained that they were not aware of the evidence for these claims. However, in the last ten years there had been a significant number of recently trained GPs who had decided to take on what is called a locum role whereby they were self employed working at different practices, rather than take up a salaried or partnership position in a GP practice. However, in recent years they had heard anecdotally that many GP practices could not afford the rates charged by GP locums and were looking to recruit salaried staff instead. As a result the availability of locum work was declining.
 - ◆ **Meeting Closed**
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