

Flitwick Surgery
Patient Participation Group Meeting Minutes
Date 16/09/2026

Attendees

Lionel Yarde (LY), PPG Chairperson
Allan Elliot (AE)
Fred Degenhardt (FD)
Lorna Janes (LJ)
Dr Diyanah Rafiq, (Dr R) GP Partner, Flitwick Surgery
Lesley Kerr, LK, Compliance Manager, Flitwick Surgery

Apologies

Howard Hodges
Sally Law
Andrew Crawford

Approval of minutes – 29/04/2026

Previous minutes confirmed by attendees. No amendments noted.

Matters Arising from Previous Meeting

- PPG membership register being developed and patients previously registered as PPG members had been contacted following last meeting in April via email to invite them to consider joining as a member of a virtual group. There has been no response so far and LK will follow up.
- Parking remains ongoing issue – and an update is on this meeting's agenda.
- Patient survey regarding awareness of practice services to be developed – LK/DR
- Opportunity for surgery space in Flitwick Papers magazine – on agenda to update
- Front door issue fixed.

Patient Feedback

- Positive feedback received via WhatsApp group regarding excellent service quality
- Blood test appointments availability was raised as a concern by a member of the WhatsApp group.
- An issue was reported where vaccination review messages were sent to patients who haven't received vaccinations yet. LK to investigate. *Subsequent to the meeting this was investigated and found to be due to an error linked to our appointment system (the text was linked to the wrong appointment type). This has now been rectified.*

Recruitment Discussion

- PPG information and recruitment forms are available from NAPP.
- LY will work with a member of the WhatsApp group to create information posters for the PPG.
- Facebook advertising considered for volunteer recruitment
- PPG bank account access issues - Barclays office available Thursdays 0930 at Rufus Centre

Healthwatch Report

- Final report received following draft review process which had overall positive findings and described the Practice as professional and organised.
- Highlights included noting the comfortable reception and waiting area supporting positive patient experience.
- Patients described practice team as polite, professional and supportive
- Slight criticism was made regarding lack of diversity of ages in the PPG which we are aware of. However, the PPG was noted as being a supportive asset to the Practice.
- Parking identified as patient concern
- Safeguarding register recommendations provided and these are being implemented.

Vaccination Programme

- COVID and flu vaccinations commenced for this year.
- RSV vaccinations available for eligible patients
- Shingles vaccinations monthly invitations
- Monthly invitations will be sent for flu and COVID vaccines and patients can also book at reception.

Parking Survey Results

- The car park survey ran from June to July 2026
- 165 responses received (approximately 1% return rate)
- Suggestions included car registration tracking, additional parking areas, bollard installation.
- Bollard system being explored by business manager George
- Weekend parking enforcement issues identified.

Care Home Developments

- The new care home at Red Kite, Honeysuckle House, has opened and care home ward rounds have commenced. These will usually be carried out on Wednesdays.
- Independent living residents can be registered with the practice
- The Practice's rooms at Honeysuckle House are awaiting confirmation of the lease agreement. The two rooms could be used for a minor surgery suite, GP training, health coach services etc.

Practice Capacity

- The Practice is currently fully staffed and able to manage the existing population effectively.
- Potential additional of 500 patients from new housing developments. Dr R confirmed that the Practice is in a good position to accommodate this.

Flitwick Papers Publication

- GP trainee Dr Obinna Ibamere wrote an article on the Surgery as part of his leadership project, and this was published in the Autumn edition of the Flitwick Papers. This is online and hard copies will be available in the Practice.
- The article includes vaccination information, staying well advice and PPG recruitment call. Facebook sharing to be discussed with editors and partners

Actions

- PPG recruitment posters to be developed. LY will draft a suggested poster.
- Parking bollard system implementation pending
- Care home room lease agreement finalisation
- Healthwatch recommendations implementation ongoing

Next Meeting date

January 2027 – date to be confirmed