

Flitwick Surgery
Patient Participation Group Meeting Minutes
29/04/2026

Attendees:

Lionel Yarde, PPG Chairperson
Allan Elliot
Andrew Crawford
Fred Degenhardt
Howard Hodges
Lorna Janes
Dr Diyanah Rafiq, GP Partner, Flitwick Surgery
Lesley Kerr – Compliance Manager, Flitwick Surgery

Apologies

Sally Law

Approval of minutes – 21/01/2026

Previous minutes confirmed by attendees. No amendments noted.

Matters Arising

- Mock CQC inspection completed in January. The overall feedback was positive, and the Surgery was left with an Action Plan to focus on CQC readiness.
- Staff survey results were very positive. Staff report enjoying work, feeling happy, content and motivated. Strong team culture and positive environment identified. Some feedback regarding communication - staff sometimes feel out of the loop regarding staff changes.
 - Action: The Practice are setting up a staff WhatsApp group for information sharing.
- Dr Short retired on 31/03/2026 and Dr Eddington left the Practice on 31/03/2026 to become partner at another practice.
- PPG Facebook group - no problems reported.
- PPG membership register is being developed. Patients previously registered as PPG members at other practices contacted via email to invite them to join.

Reports:

Organisation Updates

The Practice is effectively a new partnership with three partners from 01/04/2026: Dr Diyanah Rafiq, Dr Anu Narayanan and Dr Katherine Romer-Lee.

The Surgery's Vision and values being updated - suggested values from staff include being a family, proactive, prevention focused, safe, sustainable and holistic. Any other comments from PPG are welcomed. Logo development work is in progress.

Communication: Dr Rafiq updated on clinical communication within the Surgery:

- Clinical liaison meetings are held daily 10:00-10:30 for case discussion.
- Protected learning time (PLT) afternoons held monthly.
- Clinical governance meetings are held monthly on Tuesday or Wednesday 14:00-15:00, covering test protocols, recent deaths, safeguarding.

Doors now open at 08:00 with reception staff starting earlier.

Triage: Triage system works well with 75% of patients booking online.

ADHD/autism referral pathway streamlined - healthcare assistant now completes forms with patients directly, reducing delays.

Circle MSK discussed. Private company providing outsourced MSK services on long-term NHS contract. Patients referred for hip replacements and other MSK conditions.

Service Mapping:

- Dermatology clinic available at practice - Dr Anu Narayanan provides this service. Patients are often unaware that this is an option until they are triaged and offered an appointment.
- Minor surgery available including coils, implants, joint injections. Dr Rafiq now trained in joint injections for knees, shoulders, trigger finger, carpal tunnel, arthritis etc.
- Travel immunisations are available as one of the nursing team specialises in travel health.
- Micro suction available - ear syringing discontinued due to risk-benefit concerns. Heart monitors are not fitted at practice - referred to cardiology.

Red Kite Meadows update:

Two rooms have been allocated to the surgery but are currently on hold due to ICB funding discussions regarding rent. Plan to use rooms flexibly for GP/registrar or nurse/pharmacist combinations. Awaiting further updates from ICB.

PPG Communication

PPG WhatsApp group to be set up for information dissemination. Members can join as virtual members if unable to attend meetings. PPG registration forms are available on practice website - can be completed online and submitted directly.

PPG Voice

PPG members expressed appreciation for surgery staff and care provided. One member reported wife well looked after by surgery. Another member reported positive experience following stroke - seen urgently at surgery, referred to clinic, attended Bedford Hospital next day, followed up by the Surgery. Reports feeling well recovered.

Some structural organisational items noted:

- External signage needs to be updated to remove Dr Short as senior partner
- Repair main entrance door to building needed - not shutting properly.
- Parking, still an issue. Suggestions for improvement include looking at possible overflow use of the car park to the rear of Highlands Clinic.

Suggestions to diversify PPG Membership:

- Arrange tea and cake drop-in event for PPG recruitment targeting families with young children. Surgery to come up with some dates.
- Develop patient survey regarding awareness of practice services and PPG. LK will draft a suggested survey and send to PPG for comments.

Howard advised that Flitwick Council produce a residents' letter which goes to all homes in Flitwick. There is an opportunity for the Surgery to have some space in this which could be used to raise awareness of the PPG. He will forward a copy of the newsletter to LK/DR for information.

Next Meeting date

To be confirmed