



PPG Open Meeting Minutes

Meeting Date: 10/11/2025

Meeting Time: 19:30

Meeting Venue: Cranfield Community Centre Meeting Room
Thillans, Cranfield, Bedford, MK43 0FZ

1.0 Introductions

- Attendees: Dr. Gautham Adusumilli and Anna Zajickova from the Practice. Bill Garner, Ted Pilbeam, Jean Buchanan, Delise Ball & Pamela Francis from PPG

2.0 Apologies for absence

- None

3.0 Practice Overview

3.1 GP Trainees

- Explained that GP Trainees are fully qualified doctors who have already been practicing for several years and are now specialising in General Practice.
- They provide patient appointments under the supervision and guidance of GP Trainers.
- All trainee consultations are reviewed and debriefed by GP Trainers (Dr. Ismail and Dr. Adusumilli).

Continuity of Care Clinic

- The Practice is launching a project to identify patients who would benefit from having a *named clinician* overseeing their ongoing care.
- The aim is to reduce recurrent hospital admissions and frequent GP visits.
- This project focuses on patients aged 40-64 with multiple long-term conditions and complex medication needs.
- Letters will be sent to identified patients with more details.
- Dr. Gautham Adusumilli** will act as the named GP for this cohort.

Cranfield Staffing and Services

- A GP is available at Cranfield Tuesday-Friday.
- A Paramedic is present every day.
- This arrangement reflects room capacity and supervision requirements.

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Phlebotomy

- The service continues for:
 - Long-term condition monitoring
 - Medication monitoring
 - Urgent blood tests requested by a GP
- Routine blood tests (non-urgent) must be carried out at the hospital.

Complaints Process

- Patients are reminded that complaints should be submitted directly to the Practice, not through the PPG.

3.2 Practice Statistics (Last 3 Months)

Appointment Capacity (GP + Minor Illness):

Month	Appointments
August 2025	2,736
September 2025	3,476
October 2025	3,362

Planned Clinics (LTC Reviews, Blood Tests, Medication Reviews, Pharmacist Queries):

Month	Appointments
August 2025	676
September 2025	898
October 2025	804

Friends & Family Test - "Would Recommend"

Month	Percentage
August 25	85.8%
September 25	86.2%
October 25	87.1%

DNA (Did Not Attend) Rates

Month	GP	Minor Illness	Nurses	Physio
August 25	28	46	46	1
September 25	38	41	31	2
October 25	55	42	103	8

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3.3 Staffing Update

The Practice is currently **fully staffed**.

Current team includes:

- 2 Full-time GPs
- 3 Part-time GPs
- 4 GP Trainees
- 2 Advanced Clinical Practitioners
- 1 Minor Illness Nurse
- 1 Paramedic
- 1 Pharmacist
- 3 Practice Nurses
- 1 Healthcare Assistant
- 1 GP Assistant

3.4 Anima Update

- **8,861 patients** are currently registered on Anima.
- From **1 October 2025**, the Practice is open from **08:00 to 18:30**.
- When daily capacity for urgent cases is reached, **Anima and phone lines remain open for non-urgent queries**.
- Patients preferring not to use online access may call the Practice – reception staff can complete the online form on their behalf.

Additional updates:

- The appointment confirmation message issue (missing date) has now been fixed.
- The Practice will explore obtaining an **informative video** from the Anima provider to share with patients.
- 24/7 Anima access is not possible due to **clinical safety concerns** and the potentially **urgent nature of requests**.

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3.5 Current Services Offered

- Spirometry & FeNO Testing
- HRT Clinics (every Thursday)
- Blood Tests for Medication Monitoring
- COPD Reviews
- Extended Access Clinics (Mondays, Thursdays, and alternate Saturdays)
- Weekly Physiotherapist Clinics
- Weekly Mental Health Link Worker Clinics

3.6 Flu & Covid Vaccinations

- The Practice continues to provide flu vaccinations.
- Second invites have been sent to eligible patients – **patients are encouraged to book their appointments promptly.**
- The eligibility criteria for Covid Vaccination has changed for Autumn 2025 in line with NHS guidance:
 - Now available for Patients aged **75 and over**
 - Also available for Patients who are **immunocompromised**

4.0 New Surgery Building

Discussion:

- A recent Facebook post and a leaflet by a local councillor contained **incorrect information**, suggesting:
 - The new Cranfield Surgery would open in **April 2026**
 - The Practice was **not accepting new registrations**

Clarification from the Practice:

- The Practice **remains open for new patient registrations** within its boundary.
- The **opening date for the new Cranfield Surgery** has not yet been confirmed.
- Delays are due to **wider operational issues** managed by the **Bedfordshire, Luton and Milton Keynes Integrated Care Board (BLMK ICB)** – not the Practice itself.
- The Practice continues to engage with the ICB and will communicate any confirmed updates as soon as they are available.

Message to Patients:

If anyone has been informed, they cannot register, please contact the Practice directly so the matter can be investigated.

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5.0 PPG Chair and Deputy Chair Election

- **Ted Pilbeam** appointed as **Deputy Chair** - *Congratulations!*
- **Bill Garner** to remain, for the moment, as **Chair** (as no other nominations received).
- Recruitment for new members remains **open**.

Date of Next Meeting TBA