



Join our PPG

We are still looking for new members!

Currently we are looking for PPG Chair, Deputy chair and other members!

To join please contact:

Data.cms@nhs.net or candmppg@gmail.com

NEW CRANFIELD SURGERY

Our Leadership Team is continuing to work diligently to finalise arrangements for the new Cranfield premises. We are pleased to share that the transition is currently anticipated to take place early in the next financial year. A confirmed date will be communicated to all patients and stakeholders as soon as it is finalised.

Continuity of care register

The Practice is starting a project of identifying patients who would benefit from having named clinician involved in their care to help avoid recurrent hospital admissions and frequent GP appointments. The age group is 40-64 group that has multiple comorbidities and are at high risk of admission, polypharmacy. Letters have been sent to those patients with more information

Falls prevention project

West Mid Beds PCNs are working together to identify patients who may be at risk of falls or have experienced a fall. These patients have been contacted to learn more about the support and services available to help them stay safe and independent.

Exciting Update: Meet Andi, Our New Virtual Care Navigator!

We are pleased to introduce Andi, our new Virtual Care Navigator, as part of our ongoing efforts to improve efficiency and patient experience at the Practice. Recent analysis of our call patterns shows that 50–57% of all daily calls arrive between 08:00 and 11:00, with the largest surge occurring at 08:00 each morning. For example, on 6th February we received 272 calls in one day, with 154 (around 57%) before 11:00, and on 2 February alone, 64 calls arrived at exactly 08:00. This intense morning surge can create cognitive overload for staff, large queues, and waiting times of up to 20 minutes, with administrative backlogs building before midday. Interestingly, call volumes drop significantly after 15:00, meaning the system stress is heavily concentrated in the early morning hours.

Why Andi? Andi has been introduced to help manage this pressure by supporting routine enquiries and call navigation. This allows our administrative team to focus on more complex patient needs and important admin tasks while improving response times. Key safeguards are in place:

- The urgent appointment booking window (08:00–08:10) remains protected
- Call can be directed to reception, if patient wants to speak to Human.
- Our online-first access messaging continues to be reinforced

By helping manage peak demand, Andi will support shorter wait times, smoother communication, and more efficient appointment handling, while ensuring our team can continue delivering the warm, patient-focused care our community expects.

Current services provided by the Practice

- Spirometry & Feno Testing
- HRT Clinics every Thursday
- Blood tests for medication monitoring
- COPD reviews
- Extended Access clinics on Mondays, Thursdays and every other Saturday
- Weekly Physiotherapist clinic
- Weekly clinic with Mental Health Link worker

EASTER PHARMACY OPENING HOURS

You can find details of open local community pharmacies here:

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>

Or scan the below QR code



New Team Members

We're delighted to share the news that Dr. Pooja Venugopal has joined our practice as a permanent member of the team in the role of Salaried GP

Farewell

We would like to extend our warmest wishes to Josephine Whiteway on her retirement. We sincerely thank her for her many years of dedicated and honest service, and for the invaluable contribution she has made to the practice. She will be greatly missed, and we wish her every happiness in this new chapter.

Private work

If you request any work not covered by the NHS Primary Care Services contract, your GP may complete it as a private service, and a fee will apply.

- Forms/Letters/Certificates
- Immunization (Hep B – travel only, Rabies, Encephalitis, ACWY meningitis)
- Adoption, Fostering & Child Minding
- Medicals such as Sports/Taxi/HGV medical, medical exams for insurance
- Driving (Fitness to drive, DVLA Medical)

We aim to complete such requests within 30 working days. If delays occur (e.g., due to GP leave or complex requests), we will let you know.

If you'd like information about our fees or have any other questions, please feel free to contact the Practice.

BEFORE & AFTER ANIMA DATA

GP Appointment capacity

Before Anima	After Anima	
Jan 24 – 2684	Jan 25 – 4594	Jan 26 – 3671
Feb 24 – 2579	Feb 25 – 4105	Feb 26 - 3482
March 24 – 3051	March 25 – 5265	

Following the introduction of Anima in March 2024, appointments increased by approximately **68% year-on-year**, with improvements sustained into 2026, and over **9,367 patients registered using Anima**, reflecting strong and continued engagement.

Accessing Appointments with Anima

We set daily limits based on our clinical capacity to ensure safe and effective care for all patients.

- Same-day urgent requests: A limited number of appointments are available each day for urgent needs. Once these are filled, urgent requests will close for that day.
- Routine requests: These remain open all day, so you can contact us at any time for non-urgent care.

This approach helps us prioritise urgent cases while still providing consistent access for routine appointments.

Friends & Family Test data

Friends and Family Test feedback scores have increased from an average of 73% to 83% since implementing Anima.

Document processing with the help of Anima

By using Anima's AI-powered document processing, we have significantly reduced waiting times for hospital correspondence—from **3–4 weeks down to just 1–2 weeks**.

We now process approximately **175–200 letters each day**, with AI supporting the summarisation and our team providing careful human oversight.

Before introducing Anima, we were able to process around **100–120 letters per day**.

This improvement helps ensure that important information is reviewed more quickly, supporting safer and more timely patient care.

MISSED APPOINTMENTS DATA

Lastly, we would like to share some important information about missed appointments over the past year.

Unfortunately, a total of **1,972 GP and nurse appointments** were missed due to patients not attending and not cancelling in advance. This equates to **513.5 hours — or over 21 days — of lost clinical time**, which could otherwise have been offered to patients in need.

In just the last three months alone, **514 appointments with GPs and Nurses** were missed without cancellation.

We kindly ask all patients to let the surgery know as soon as possible if they are unable to attend an appointment. Even with reminder systems in place, missed appointments continue to have a significant impact on access to care for others.

By cancelling in advance, you help us offer those appointments to other patients and ensure our services are used as effectively as possible. Thank you for your cooperation and support.