



PPG Meeting Minutes for 1st June 2026

Meeting Venue: Marston Surgery @ Midday

Attendees:

Representing the Surgery: Anna Zajickova and Dr Gautham Adusumilli - GP Partner

Representing the PPG: Bill Garner, Ted Pilbeam, Pamela Francis and Jean Buchanan

1. Welcome and Apologies: None

2. Minutes of Previous Meeting:

The previous minutes were reviewed and agreed as accurate with no outstanding actions from the previous meeting.

3. Current and Expected Staffing Levels

The practice provided an overview of current staffing levels and workforce planning.

Doctors

The practice currently has:

- 2 Full-Time GP Partners
- 2 Part-Time GPs
- Part-time maternity locum GP cover
- 3 GP Trainees currently in post

The practice advised that a further 4 GP Trainees are expected to join from August 2026.

Despite ongoing recruitment challenges across primary care, overall clinical capacity remains stable.

The practice also confirmed that an advert has recently been placed for an additional Salaried GP to support future service delivery and anticipated patient demand.

Nursing Staff

The nursing team currently consists of:

- 2 Practice Nurses
- Healthcare Assistant (HCA)
- General Practice Assistant (GPA)

The practice advised that maternity leave is anticipated from August 2026 and that arrangements have already been made for a permanent locum nurse to provide cover.

Practice Team

No significant changes were reported within the reception and administration teams.

The practice noted that recent technological developments, including Andi, are helping support administrative workload and patient access.

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Healthcare Team

The wider healthcare team currently includes:

- Advanced Clinical Practitioner (ACP)
- Paramedic
- Pharmacist
- Minor Illness Nurse
- First Contact Practitioner (FCP)
- Midwife
- Mental Health Link worker

The practice highlighted the important role of the multidisciplinary team in providing patients with timely access to appropriate care.

Additional Staffing and Future Planning

Discussion took place regarding future workforce requirements associated with the proposed Cranfield Surgery development.

The practice advised that workforce planning continues alongside premises planning to ensure sufficient capacity is available to meet future demand.

4. Services statistics

The practice reviewed current activity and performance measures.

Appointment Booking System

The practice continues to operate an online triage model

Available appointments:

Monthly Total GP appointments:

March 26 - 4020

April 26 - 3410

May 26 - 3550

Monthly Nursing Team appointments

March 26 - 925

April 26 - 1096

May 26 - 1023

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Number of Missed Appointments

The practice shared missed appointment figures for April and May 2026:

- GP Appointments: 136
- ANP Appointments: 55
- Nurse Appointments: 115

The practice highlighted the impact that missed appointments continue to have on patient access and service capacity.

Friends and Family Test

Positive patient feedback remains high:

April 2026	88.0%
May 2026	88.5%

PPG Discussion Comments

Members welcomed the consistently positive Friends and Family Test results and discussed the importance of reducing missed appointments wherever possible.

The group agreed that sharing appointment utilisation information with patients may help improve awareness of the impact of non-attendance.

5. New Cranfield Surgery Update

The practice provided an update regarding the proposed Cranfield Surgery development.

The project continues to progress through the legal process; however, there is currently no substantive update available.

The practice explained that delays continue to arise from matters being handled through the relevant solicitors despite ongoing engagement from the practice.

The practice remains committed to progressing the project and will provide further updates as soon as additional information can be shared.

PPG Discussion Comments

Members reiterated their support for the development and recognised the benefits that improved premises would bring to patients and staff.

Parish Council representatives agreed to continue engaging with local councillors regarding progress and ongoing delays.

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6. PPG Feedback to Surgery

Time Taken to Answer Calls

Members discussed patient experiences of contacting the surgery by telephone.

The practice advised that call handling performance continues to be monitored closely and that recent technological improvements are helping support demand management.

Anima Feedback

The operation of Anima and the practice triage process were discussed.

Members raised questions regarding how urgent and routine requests are prioritised and whether patients and clinicians always have the same understanding of urgency.

The practice explained that there can sometimes be a difference between what a patient considers urgent and what a clinician considers clinically urgent. For this reason, all requests submitted through Anima are reviewed by an appropriately trained clinician who assesses the clinical information provided and determines the most appropriate response and timescale.

It was emphasised that AI systems do not make clinical decisions regarding urgency. Clinical prioritisation remains the responsibility of the practice's clinical team, who review requests and determine the appropriate outcome based on clinical need.

The practice advised that this process helps ensure that patients with the greatest clinical need receive timely access to care whilst also enabling routine issues to be managed appropriately.

PPG members welcomed the clarification regarding the role of clinicians in the triage process.

Test Results Management

The practice provided an update regarding the management of blood test and investigation results.

Historically, some patients have contacted the surgery or booked appointments specifically to discuss routine test results, which can create additional pressure on appointment capacity.

The practice explained that results are now reviewed and prioritised by clinicians according to their level of urgency.

Results requiring urgent clinical action are identified promptly and patients are contacted directly by the practice.

Routine results are also reviewed by clinicians, with patients being contacted where appropriate.

This approach reduces the need for patients to book appointments solely to obtain test results and helps ensure that clinical appointments remain available for patients requiring assessment or treatment.

The PPG welcomed the approach and recognised the benefits of ensuring clinician time is used effectively while maintaining safe communication of results.

The practice welcomed ongoing collaboration as service developments continue.

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7. Andi AI Receptionist Feedback

The practice provided an update regarding Andi.

Following some initial implementation challenges, the system is now operating effectively.

Approximately one-third of patient requests are now being managed through Andi.

The practice reported positive patient feedback and noted that the system has contributed to improvements in access and call handling.

Members welcomed the positive feedback and agreed that continued monitoring would be beneficial.

8. Additional Clinical Services

The practice provided an update regarding additional services available to patients.

Women's Health Clinic

The Women's Health Clinic continues to run on Thursdays and provides support for:

- Menopause assessment and management
- Hormone Replacement Therapy reviews

Patients may also book Well Woman appointments where clinically appropriate.

Extended Access

Extended Access appointments continue to be available through:

- Monday evening clinics
- Alternate Saturday clinics

These sessions continue to provide valuable additional appointment capacity outside normal opening hours.

Coil Fitting Services

Coil fitting services remain available through Primary Care Network arrangements via referral to Flitwick Surgery.

Any Other Business

No additional items were raised.

Next PPG meeting: 9th September 2026 at Marston Surgery @ Middy

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For Information Surgery Training Day Closures

Tuesday 23 rd June 2026	14:30 - 18:30
Wednesday 22 nd July 2026	14:30 - 18:30
Thursday 24 th September 2026	14:30 - 18:30
Tuesday 20 th October 2026	14:30 - 18:30
Thursday 26 th November 2026	14:30 - 18:30
Wednesday 27 th January 2027	14:30 - 18:30
Thursday 25 th February 2027	14:30 - 18:30
Thursday 18 th March 2027	14:30 - 18:30