

CRANFIELD & MARSTON SURGERY PATIENT PARTICIPATION GROUP



PPG Meeting Minutes for 27th February 2026

Meeting Venue: **Marston Surgery**

Attendees:

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

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

1. Welcome and Apologies: There were no apologies

2. Minutes of Previous Meeting: There were no outstanding actions from the previous meeting.

3. Staffing and Patient Access

The practice provided an overview of current staffing levels and the pressures currently experienced in primary care. The discussion focused on how the practice is working to improve patient access while ensuring staff can manage increasing clinical and administrative demand.

The practice explained that they are continuing to explore technological solutions that may help improve efficiency, reduce pressure on reception teams, and improve patient experience when contacting the surgery.

Staffing levels:

Department	Role	Headcount	Notes
Doctors	Full Time GPs	2	
	Part Time GPs	3	Includes locum maternity leave cover
	GP Trainees (Part Time)	4	
Nursing Staff	Nurse (1 FTE)	1	Full Time Equivalent
	Nurse (Part Time)	1	
Practice Team	Practice Managers	3	
Healthcare Team	Paramedic	1	
	Advanced Clinical Practitioners (ACP)	2	
	Minor Illness Clinician	1	
	Pharmacist	1	
	GP Assistant (GPA)	1	
	Healthcare Assistant (HCA)	1	

Clinical scheduled is on the Surgery Website [HTTPS://Marstonforesthealthcare.co.uk](https://marstonforesthealthcare.co.uk)

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Services statistics

GP/Minor illness Appointments - On the day triage

Nov-25			Dec-25			Jan-26		
Capacity	Actual	% Used	Capacity	Actual	% Used	Capacity	Actual	% Used
3522	3161	90%	3493	3185	91%	3671	3258	89%

Planned clinics - pre-booked (Long Term conditions monitoring, medication reviews, post)

Nov-25			Dec-25			Jan-26		
Capacity	Actual	% Used	Capacity	Actual	% Used	Capacity	Actual	% Used
725	683	94%	613	563	92%	605	573	95%

Missed appointments - Quarterly and total figures last year

Total Figures	GP Appt No.	GP Appt Time	ACP No.	ACP Time	Nurses No.	Nurses Time	Physio No.	Physio Time
Q1 2025	70	946	100	1850	285	4830	16	320
Q2 2025	87	1140	96	1555	296	5212	16	320
Q3 2025	108	1275	145	2408	227	3491	12	260
Q4 2025	177	2381	124	1836	200	2729	13	260
Q1-4 2025	442	5742	465	7649	1008	16262	57	1160

Missed appointments - so far this year

Figures 2026	GP Appt No.	GP Appt Time	ACP No.	ACP Time	Nurses No.	Nurses Time	Physio No.	Physio Time
January	70	955	36	555	76	1095	5	100

The times shown above on all missed appointments is the number of minuets lost,

Friends and Family

	November 24	November 25	December 24	December 25	January 25	January 26
Would recommend	81.03%	91.30%	71.90%	93.00%	78.40%	93.00%
Extremely likely	63	159	65	175	81	175
Likely	56	81	45	89	68	89
Neither	15	24	20	9	11	9
Unlikely	5	8	10	3	11	3
Extremely unlikely	7	13	8	4	15	4
Don't know	1	4	5	4	4	4
Total Responses	147	289	153	284	190	284

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4. Introduction of Andi - An AI Receptionist / Care Navigator

The practice introduced **Andi**, an AI-powered receptionist and care navigation system that is being introduced to support the reception team.

It was explained that Andi is designed to:

- Answer multiple incoming patient calls simultaneously
- Reduce waiting times on the telephone
- Help direct patient queries appropriately
- Allow reception staff to spend more time assisting patients with complex queries and administrative tasks such as referrals and patient support.

The practice emphasised that **Andi** is intended to support the existing reception team NOT to replace reception staff.

The system will initially be introduced as a trial during March 2026. During the trial period the practice will gather feedback from:

- Patients
- Reception staff
- Clinicians

At the end of the trial period the practice will review the results and determine how beneficial the system has been for both staff and patients before deciding whether to continue with the system.

The PPG welcomed the initiative and were interested to see whether it improves patient experience when contacting the practice.

5. Cranfield Surgery - Potential New Premises

An update was provided regarding the potential new premises for Cranfield Surgery.

The practice explained that the situation is currently looking positive, and that the final stages of negotiations have commenced. Due to the legal process, certain details cannot yet be shared publicly.

Once negotiations have been finalised and the practice is able to share further information, communications will be issued to patients and stakeholders, including the PPG.

PPG Discussion

PPG members expressed enthusiasm about the potential development and asked whether they could support with communication to patients once the process has been legally finalised.

The PPG suggested that:

- Once completed, they would welcome the opportunity to visit the premises with a member of the practice team.

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- They could take photographs of the new premises.
- These could be shared through PPG communication channels, including their Facebook page, to help inform patients about the development.

The PPG highlighted that they would be happy to assist the practice with communications regarding the new premises.

The practice welcomed this suggestion and confirmed that it could be explored once negotiations are fully completed.

6. Anima - Two-Year Review

The practice discussed the use of Anima, the digital triage system used by the practice.

It was noted that Anima has now been in place for approximately two years. The system has helped the practice manage patient requests more effectively by allowing clinicians to triage requests and allocate appointments appropriately.

PPG members suggested that it would be helpful to include a feature in the March 2026 PPG newsletter outlining the impact of Anima.

This could include:

- Statistics comparing practice activity before and after Anima implementation
- The number of appointments provided
- The number of patients managed through triage
- An explanation of how Anima has improved patient access and workflow.

The practice agreed that this would help patients better understand the system and will prepare relevant statistics to support the newsletter article.

7. Technology Supporting Clinical Care

The practice also shared information about other technologies currently being used to support clinicians and patient care:

- **AI Clinical Transcription**

Clinicians are currently using AI-assisted transcription software during consultations. This technology helps clinicians by:

- Supporting the documentation of consultations
- Reducing time spent typing notes
- Allowing clinicians to focus more fully on patient interaction.

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- **Abtrace - Long Term Condition Monitoring**

The practice is also using Abtrace, a digital platform that supports long-term condition monitoring.

This system allows for:

- Structured monitoring of patients with chronic conditions
- Improved tracking of patient data
- More efficient management of long-term condition reviews.

The aim of these technologies is to improve efficiency and free up more clinician time for direct patient care.

8. Additional Clinical Services

The practice discussed additional services currently available to patients:

- **Well Woman Clinic**

The practice provides a Well Woman Clinic within Extended Access sessions, which includes a Menopause Clinic offering assessment, advice and management for patients experiencing menopausal symptoms.

- **Coil Fitting Services**

Within the Primary Care Network (PCN), Flitwick Surgery provides coil fitting services. Patients who require this service can be referred within the PCN.

9. Complex Care Clinic

- The practice informed the PPG that a Complex Care Clinic will soon be introduced to support patients with multiple or complex health conditions.
- Dr Adusumilli will be the designated clinician responsible for this clinic.
- Patients suitable for the clinic will receive letters inviting them to attend.
- The aim of the clinic is to improve continuity of care.
- If these patients submit routine triage requests, the intention will be for them to be booked with Dr Adusumilli wherever possible.
- If the issue is urgent and requires same-day care, they will still be seen by another available clinician to ensure urgent issues are addressed promptly.

10. Over-75 Health Checks

PPG members asked about the provision of health checks for patients aged over 75.

The practice confirmed that this will be reviewed internally, and an update will be provided to the PPG at a future meeting.

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11. Statin Support Text Message

PPG members raised a question regarding a text message sent to patients regarding atorvastatin (statin) support.

The practice confirmed that the wording and content of this message will be reviewed to ensure it is clear and appropriate for patients.

12. Surgery Training Day Closures

Surgery Closure Dates for staff training	Time
Wednesday 25 th March 2026	14:30 - 18:30
Wednesday 29 th April 2026	14:30 - 18:30
Thursday 21 st May 2026	14:30 - 18:30
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

13. Actions

1. Share PPG meeting dates for 2026 with PPG members.
2. Prepare statistics and presentation regarding Anima comparing activity before and after implementation.
3. Include information about Anima and the Andi AI receptionist trial in the March 2026 PPG newsletter.
4. Provide an update regarding Cranfield Surgery premises once negotiations are legally finalised.
5. Review provision of Over-75 health checks and report back to the PPG.
6. Review the statin support text message sent to patients.

Next PPG meeting: 22nd May 2026 at Marston Surgery @ Midday