

THE PATIENT PARTICIPATION GROUP
MINUTES OF THE MEETING AT THE SURGERY
MONDAY 30th MARCH 2026

Attendees:

Dr S Tahseen (ST)	GP
Muhammed Waqar (MW)	Practice Manager
Tehniyat Zahra	Medical Secretary (taking notes)
Brian Behrens	Patient
Clive Roberts	Patient
Sue Osborne	Patient
Anne Fox	Patient
Jan Bird	Patient
Clare Bowling	Patient

1. Welcome

Muhammad welcomed all attendees to the meeting and noted the good turnout.

2. Apologies for Absence

- Rozeena Shaheen

3. Update Since Last Meeting

No major issues were reported since the previous meeting.

4. Practice Updates

Previous Meeting Minutes

- Minutes from the previous meeting were reviewed.
- No issues were raised.

CQC Update

- No recent updates have been received from the CQC.
- Discussion took place regarding national changes to the CQC assessment framework.

- Previously, surgeries were assessed across approximately 34 categories called Key Lines of Enquiry (KLOEs); this has now been reduced to five broader categories in the new assessment framework.
- Minute details about the new framework and expectations will follow in due course.
- The practice will continue to monitor developments under the new framework.

ICB Update

- The ICB currently has no concerns regarding either the practice or the associated care home.

5. NHS Funding & Practice Refurbishment

- Refurbishment works have been ongoing for approximately 3–4 weeks and are expected to be completed by the mid April 2026.
- Reception has been divided into two separate rooms:
 - One additional clinical room
 - One reception area
- The second-floor administration room has also been divided into:
 - One administration room
 - One clinical room
- The new clinical rooms are expected to be operational by May 2026.
- The refurbishment work has not impacted online triage services or telephone lines.
- Face-to-face patients requiring reception team help are currently being supported in the reception area / prescriptions room and Room 8 (depending upon availability and nature of work).
- Significant work is being completed during weekends to minimise disruption.
- All work is being carried out in line with health and safety procedures.
- Builders have been cooperative throughout the process.
- No clinics have been cancelled as a result of the refurbishment.

6. Online Triage

- Online triage has had a positive impact on reducing DNAs (Did Not Attend appointments).
- Appointment reminders and DNA notifications are being sent to patients via text message.
- GP appointment DNAs remain more difficult to reduce completely.

Additional Points Discussed

- Patients contacting the practice on the same day are contacted back promptly.
- Some degree of misuse of the online triage has been identified occasionally, such as submitting request in the morning and then not responding throughout the day, submitting multiple requests on the same day, submitting urgent requests for multiple family members etc..
- Multiple reminders are sent for nurse appointments, including:
 - Smears
 - Immunisations
 - Blood tests
- Patients deemed urgent by the triaging clinician and booked into same-day appointments are expected to attend.
- Following three DNAs, patients are now sent formal warning letters.
- Patient feedback regarding the triage system has been largely positive.
- Triage now closes at 6:30pm; however, late requests continue to be received after that occasionally because anyone who has opened the online form before 6.30pm gets the opportunity to submit it.
- Where possible, requests exceeding capacity are still managed on the same day.
- Some patients submit incorrect DOBs or personal details, requiring staff to manually match records.
- Patients are also using triage for hospital-related queries, including CMHT matters and medication queries, rather than contacting reception directly.

7. Immunisations

Child Immunisations

- Some families are declining childhood vaccinations or failing to attend booked appointments.

Meningitis Outbreak

- A localised meningitis outbreak in Kent was discussed.
- NHS vaccination centres have been established for affected patients.
- Kent University is currently offering vaccinations.
- Patients who have moved out of the area may also be offered vaccinations through the practice if appropriate.

RSV Vaccinations

- Patients have been contacted regarding RSV vaccinations since November 2025.
- Initial uptake was low; however, media attention later increased patient demand.
- Flu and RSV vaccines cannot currently be administered together.
- RSV vaccinations are currently offered to patients aged 75 years and over, pregnant women and high risk patients.

Other Vaccinations

- Routine vaccinations, including shingles and pneumonia vaccines, continue to be provided by the practice.

8. ICB Changes

- The current NHS framework is being dissolved and replaced with a new structure intended to reduce administrative burden.
- Significant staffing reductions are taking place across BLMK ICB, with at least 50% workforce reductions anticipated.
- Many redundancies are expected, with ongoing competition for remaining positions.
- The new organisation responsible for Luton area will be known as the Central East ICB.
- Local ICB contacts are changing, with only lead personnel currently confirmed.
- Further clarity is awaited before future processes can be determined.

- New staff could be based further away from Luton for example in Cambridge and Hertfordshire,

9. Staffing Updates

- Additional ad hoc clinics are being provided to manage Open Access.
- New reception staff and additional GP capacity have been introduced to support service delivery.
- The practice continues to operate from 8:00am to 6:30pm daily.
- Improved systems are now in place; however, clinical and administrative workloads continue to increase without additional NHS resources.
- Positive feedback was received from patient One of patients regarding the effectiveness of the current system.
- The reception and administration team were praised for their productivity and for supporting patients with understanding the triage system.
- The practice currently benefits from a stable reception team.
- Dr Mehvish Khan will be working 4 days a week from 01/04/2026

10. Patient Feedback and Questions

Repeat Prescription Query

Patient Concern:

One of patients raised concerns regarding communication about which medications are listed as repeat prescriptions.

Practice Manager Response:

- Repeat medications are always printed on prescription slips.
- The practice aims to ensure repeat medication lists remain updated in line with hospital letters and medication changes.
- Controlled drugs are not routinely added to repeat prescriptions without review due to safety concerns and the need for regular monitoring.
- Medication reviews are conducted by pharmacists to ensure patient safety.

Medication Review Feedback

Patient Concern:

- A patient reported missing a medication review call and requested that pharmacists attempt more than one call.
- Some patients also felt medication reviews were rushed

Practice Manager Response:

- The matter will be reviewed with the pharmacy team.
- GPs generally attempt to call patients up to three times throughout the day if calls are unanswered.
- Exact timings cannot be provided for telephone consultations, although the NHS App does indicate whether appointments are scheduled for AM or PM and similar information can be provided by reception staff as well.

Waiting Room Feedback

Patient Concern:

Patients reported that some individuals in the waiting room play films or music loudly, which can be unpleasant for unwell patients.

Practice Manager Response:

- A notice will be displayed requesting patients to keep noise levels to a minimum within the waiting area.

11. Date of Next Meeting

29/06/2026 at 6:00pm