BEDFORD STREET SURGERY & FURZTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP (PPG)

MINUTES OF THE MEETING HELD ON 20th JANUARY 2026

AT BEDFORD STREET SURGERY 12:30hrs to 13:55hrs

Members Present:

Bedford Street: Mike (Chair), Roger (Minute Secretary/Treasurer), Caroline, Brighde.

Furzton: Terry (Vice Chair), Jenny F.

Apologies: Jenny B, Cath, Sher, Trevor.

Practice Representatives:
Tracy (Practice Manager) and Lauren (Care Coordinator).
Apologies from Dr Jahngir who was on leave.

(1) Welcomes & Introductions: (Mike)
Mike welcomed all to the first meeting of the year with Best Wishes.
Introductions were made.

(2) Approval of the Minutes of the meeting held on 11th November 2025: (All)
Accepted as a true record. Proposed Brenda F, Seconded Brighde.

(3) Review of Actions/Matters Arising:
Previous AP 3.1. (Roger) Concerns re Ravenscroft Healthcare.
Disappointingly we still have no update response from the ICB Lead Councillor whom we escalated our concerns to. However, two of our PPG members attended a recent Healthwatch forum and we were advised that a new contract had been tendered for and we should subsequently see an improvement in the Musco-Skeletal referral service.
We agreed to withhold further action on this subject and review as an Agenda item at our May meeting.

Previous AP: Location of the Notice board at Furzton MC.
After review and options available it seems that this is the best sighting available for now.

(4) Practice Developments and Updates:
(Practice Manager & GP Representative)
Tracy highlighted that recently there have been issues with hospital letters and reports.
The practice and patients have experienced delayed and duplicated reports.
MKUH is investigating these problems.

Regarding results. X-ray results may take up to 4 weeks. If a patient requires a copy of an X-ray or MRI scan, they will have to contact the hospital or the provider concerned.

The practice is undergoing a GP review. One GP is retiring and two are reducing their hours. However, three new GP's have been recruited to re-balance these changes.

(5) External Meetings Attended: (All)
Jenny F and Roger attended a Healthwatch/PPG forum. This was to update the local PPGs with the current proposed changes within the ICB and the new NHS 10-year plan. Everything is a bit open ended at present. The ICB is to be expanded and will encompass Hertfordshire and maybe Stevenage although each area will have local Hubs. It is proposed that Luton will be dropped from the current ICB hub, currently BLMK.
A new addition will be an on-line Hospital Trust facility whereby if appropriate, patients can be consulted on line regarding their condition.
The current situation seems stable until at least 2027.

Some members of the PPG Group met at an extraordinary meeting to discuss ideas for reaching out to young people of the practice. We discussed ways of reaching out to young members of the practice. Suggestions were Schools, Colleges, and Youth Centres.
NB: please see Agenda Item (7)

(6) Proposed PPG Patient Satisfaction Survey (Revisited) (All)
The final format was agreed. This will be on the practice website under the PPG link. Patients can respond to the survey and add comments as necessary.

(7) PPG Outreach to Young Patients (All)
We explored the options discussed at the extraordinary meeting. (Agenda Item 5) Ultimately, it was decided to place a link on the practice website for young persons' information. We can establish the response initially and review at a later date.

(8) AOB
None.

Meeting closed at 13:55.

Dates of next meetings: All at Bedford St. Surgery on 2nd Tuesday in the month at 12:30.
10th March
12th May
14th July
8th September
10th November