

Minutes of the Patient Voice (PPG) AGM held on Thursday 27th November, 2025 at 2.00 pm at the Churchfield Site.

Present were:

Robert Lawrence
Verity Lawrence
Paddy Elgood
Anne Eames
Jean Simmonds
Dawn Crowhurst
Carole Munro
Pam Brown
Chris Eames
Christine Freeman
Sue White
Maureen Briggs
Sue Long
Sue Marlow
Hilary Sellers
Laura Haydon
Dr. A. Zaidi

Apologies:

Michael Andrews
Janet Lawrence
Cathy Perry
Valerie Hall
Sarah Burley
David Birtwhistle

1.

Welcome and apologies received.

2.

The minutes of the AGM 2024 were circulated and agreed to be an accurate record of the proceedings.

3.

Matters arising.

Sophie's suggestions of two meetings, including the formation of a whistleblowing group, did not go ahead; perhaps this might be a possibility in 2026 with Laura?

4.

Pilates

The numbers for the Pilates sessions are fine. The hall charge will increase in January 2026 from £12 to £14.

Friendship Café

The Friendship Café is still taking place. Numbers of visitors are still quite low and it was suggested that the surgery might text all patients to inform them about the Café. As always, we need more volunteers to assist with setting up and to help in the kitchen. Dates of sessions for next year were circulated.

Christine reminded everyone of the Christmas Café afternoon on Monday 15th December 2025.

5.

Elections

As there were no new nominations for the PV Committee, the existing four members agreed to continue for a further year in office. However, Chris read out his previous email relating to recruiting new committee members. In this, he had stated that he will have to step down as Chair next year. We have asked the surgery if they could help us in trying to find new people; Laura is aware of this.

Chair: Chris Eames

Treasurer: Christine Freeman

Secretary: Sue White

Committee Member: Pam Brown.

6.

Report from the Practice

- It was reported that there are problems with the Triage system on a national level. The Government is expecting all surgery platforms to be available at all times. GPs think that the new NHS 'Ten-Year Plan' is attempting to 'reinvent the wheel', and that their concerns are being ignored by the Government. Although the surgery is doing everything it can, the partners feel that they are being 'held to ransom' by the Government.

However, the partners do want continuity of care for their patients, and a further point to emphasise is that patients with urgent problems can come into the surgery at any time.

It was also stated that patients can go to the surgery in person to make an appointment, and that the surgery phone lines are now open all day. An email with this information will be sent to all patients on the PV list.

A question was asked regarding the surgery's response time to triage requests from 7.30 am onwards. It was stated that there should be a same-day response from the administration team.

As part of the triage process, this surgery does not recommend contacting 111; instead, patients should go to the Walk-in Centre or the A&E Department at the Luton & Dunstable Hospital.

Ultimately, if people are dissatisfied with the surgery, they should write to their MP, Sarah Owen.

- It was pointed out that there is still no notice displaying the partners' names in the front entrance of the Churchfield practice.
- Laura said that she hoped to attend one of the Friendship Café sessions.

- The committee hope to meet with Laura in January 2026.

7.

AOB

As there was no further business, the meeting closed at 3.00 pm. The next meeting is TBA (for March 2026).