

**Ivel Medical Centre**  
**Patient Participation Group**  
**Notes of Meeting Held on 2<sup>nd</sup> December 2025**

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**Present:**

Christine Taylor, David Wheeler, Gillian Gordon-Mackintosh, Gwyneth Lawton, John Hampshire, John Palmer, Joy Cooper, Joyce Bilcock, Peter Davies, Sandra Richardson

**Practice Members:**

Dr Kirti Singh, Paul Lindars

**Apologies:**

Helen Bell-Day, Keith Coxon, Julia Ainsworth, Georgina Howson, Rita Andrews, Chris Day

**1. Total Triage Update**

Online forms submitted average around 100 per day - and increasing. Recently, the NHS has mandated that systems must be open throughout surgery core hours (8am to 6.30pm). This creates a problem if all urgent slots are filled before 8 am the following day. A rationing system is in place to prevent this from happening.

The practice has completed an audit of patient usage for the online triage system. Looking at activity over a 3-month period, the top 10 patients in terms of number of triage forms submitted have been identified – these are classed as high intensity users. Many of the top 10 had submitted > 30 forms. One patient had submitted >70 forms! The practice will be working with Sandhills Primary Care Network with a view to supporting these patients to more efficiently meet their needs.

The reason for the continuing high number of telephone calls is being investigated. It was anticipated that as more and more patients got used to the online system, telephone calls would reduce.

**2. Staff Training**

Two admin staff have been trained to use ANIMA, a system to support the management of hospital letters. IMC receive 250-300 per day on paper or electronic. The ANIMA system helps the practice admin team to filter through and appropriately code the information provided in each letter, applying this to the patient electronic record.

**3. Staff Update**

An HR Assistant, Gloria Skolodova has been recruited. She will be looking at

several admin aspects, including standardisation of contracts and maintenance of training records.

The Practice Based Pharmacist Amr has been in situ for nearly 11 months. He was recruited to manage the Dispensary staff and perform medication reviews. In addition, the practice has now identified a need for a pharmacy technician or a pharmacy assistant. These roles have gone out to advert.

Following on from a recent recruitment exercise a Diabetic Nurse Specialist, has been offered a role at the practice. The practice is in the process of negotiating terms and hope to secure her for this position in the coming weeks. Further update will be provided at the next meeting.

#### **4. Plans for next 3 months**

Consolidation of operations and sorting out any technical/managerial issues that emerge.

#### **5. Any Other Business**

NHS Continuing Healthcare – This is a system whereby the NHS fund all the healthcare costs of patients with overwhelming medical needs. It is often awarded to terminally ill patients. It is awarded by the local ICB and is very difficult to get.

New Treatment for Liver Cancer – A Bedford patient was the first in the UK to receive a new treatment for liver cancer called Histotripsy, at Addenbrookes Hospital. The treatment uses focused ultrasound waves to break down tumours.

Richard Fuller MP – David saw him at a drop-in session recently. He has an interest in primary care provision in the area. He mentioned that the new town earmarked for Tempsford is planned to have 40,000 homes. This will have an enormous impact on primary care facilities in the area.

Prostate Cancer Screening – The recent announcement by the National Screening Committee of a very limited plan has been universally condemned as too timid. Wes Streeting is being urged to overrule it and introduce a bolder option.

Blood test results authorised by Enhanced Access doctors are not viewable on SystmOnline, although they can be seen by practice staff. Rebecca Smith is investigating the issue.

**Date of Next Meeting**

March 2026 – date to be confirmed.