

Park Lane Surgery Patient Participation Group

Park Lane Surgery

Draft minutes of the meeting held 23rd June 2022

Present:-

Apologies

Louis Wood
Janet Dean
Caroline Fairhall
Sylvia Soar
Christine Hill
Neil Roberts
Alan Twaite
Sue Gaskin
Helena Church

Maggie Higginbotham
Gillian Reading

The minutes of the meeting held 3rd March 2022 were agreed.

1. Practise Update – Louis Wood

The decorating of the corridor has now been done and the newly divided rooms 3 & 4 almost completed.

A car park for disabled patients would be completed by the end of the year

Janet requested that a shelf be placed next to the sink in the toilet by the main entrance, to enable patients to utilise the area more fully, such as those wishing to change a stoma bag. Also requested, a couple of hooks for coat or handbag.

There was also discussion regarding the state of the drive by the tree where roots had made it uneven and difficult for wheelchairs and those with mobility issues. The tree has a protection order so not able to be cut down. It was suggested that a handrail may prove beneficial.

Helena advised the TV screen in the waiting room was not kept up to date advising when a doctor was running late.

Action Louis Wood to investigate the various suggestions raised

2. Park Lane Social Event to be held Wednesday 14th September 2pm onwards (no later than 5pm) Louis Wood

Louis explained this would be an opportunity to target the most vulnerable/frail patients who were not very mobile, to attend this event at Park Lane surgery. He said if anybody knew anyone that fell into this category who could be invited to let him know. Focus

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would be on patients that had been isolated during the Covid Pandemic who were still nervous to mix socially.

Kelly Pockett – Allestree – Local Area Co-ordinator was keen to attend.

Suggestions that a cake stand would be a good source of funds that could go to a local charity (to be decided). Macmillan, Treetops or a new charity dealing with Palliative Care - that Helena Church had recently come across, were suggested.

Action Helena to submit details to Louis regarding this organisation

Janet advised that Darley Abbey Community Association had a gazebo that could be loaned for the day, if there was a need to use the garden.

Louis advised PPG volunteers on the day would be most helpful.

Leaflets, posters required to advertise the event; Janet recommended targeting patients personally would probably give the best results of getting the particularly vulnerable.

Action Neil Roberts to email Louis the name of the person who would place the advert in one of the local magazines-Allestree Life.

NB – this event takes place before our next meeting so we will need to keep in contact with Louis as to how PPG members can attend / support this event.

3. Keep Warm, Safe and Healthy Event November – Louis

Darley Abbey Community Association had run this event from 2017 to 2019 but none since Covid. Dr Isobel Parkes attended, alongside community matrons and others, giving flu vaccinations and talked to patients as well as several groups able to give advice. The attendance was mainly for Darley Abbey but patients from Park Lane Surgery were targeted to attend. Alan Twaitte was concerned that patients of the practice who did not live in the village of Darley Abbey would not have known about the event. It has not run since Covid but plans to reinstate this November.

Janet advised of the “Forget me not” coffee mornings, which were held monthly at Darley Abbey for elderly people and their carers and sufferers of Alzheimer’s.

4. Enhanced access survey – Louis

The group discussed the survey at length and raised several suggestions for improvement/amendment which Louis took on board.

The survey will be distributed by the Primary Care Network members.

4.a) – Patient Health Support Groups – Janet

Janet suggested that a way that the PPG could support the practice and patients was to organise. To have an initial meet, and if that group of people wanted to meet more frequently, they organise it themselves or via an existing support group/charity.

Such as Arthritis support; how to minimise pain, exercises etc. Suggested that a list of such conditions might be suggested by the practice from data analysis and by PPG members.

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Louis will have a timetable of conditions in a few days. He is thinking of starting this April next year so that the meetings could be held in the early evening in the light, until September or October.

5. What should the focus be for PPG members – ALL

The group were pleased to hear that the flu clinics would be back to pre-Covid status, and welcomed being to resume our successful duties at “front of house”.

6. Pictures of personnel on notice board – Louis

Louis has this in hand although he is facing some resistance from some of the team! PPG felt that it was very important that every person a patient met should be identifiable by first name only, as appropriate. It was understood that staff behind the scenes do not need to be identified if they do not wish.

7. PPG Notice board – has it been utilised with additional information – ALL

The consensus was to clear the board and rebuild it, as it had some spurious notices that were not relevant to the group.

Any Other Business

1. Action Louis to upload the AGM minutes held 12th May 2022.

Not showing as at 23/06/22

2. Action Louis to obtain CCG contact for Janet re. Boots withdrawing dispensing of Dosette boxes. PPG members were concerned that the most frail, vulnerable who were doing their best to remain independent and in particular those with dementia would be greatly affected by this; their independence potentially compromised.

The next meeting will be held on Thursday 29th September at 6:30

Meeting after that...Thursday 8th December at 6:30 and mince pies!!

The meeting ended at 8:28pm