

# Park Lane Participation Group

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## Park Lane Surgery

### Minutes of the Meeting held 3<sup>rd</sup> August 2023

#### Present

Alan Twaite  
Caroline Fairhall  
Paula Hume  
Helena Church  
Maggie Higginbotham  
Christine Hill  
Neil Roberts

#### Apologies

Louis Wood  
Ged Potter  
Janet Dean  
Sue Gaskin  
Gillian Reading  
Anne Hallsworth  
Sylvia Soar  
Michael Flude

1 - The minutes of the meeting held 2<sup>nd</sup> March 2023 were agreed by all to be a true reflection of the meeting.

#### 2 – Practice Update.

Paula advised that the patient survey had been a success with 89% of the patient population responding. A copy of the results will be forwarded to the group.

#### Action Paula Hume.

A Health monitor has now been installed in the waiting room. The idea is for patients to use it and take a printout before visiting the nurse.

It was suggested that a poster advising how to use it would be helpful.

#### Action Paula Hume

Vicky, one of the receptionists is leaving to be a T.A (teaching assistant).

Interviews will take place next Wednesday for her replacement. There are 7 candidates.

Carolynn, who retired, will be returning to assist with a few shifts during the holiday period.

Sue the phlebotomist has been working Tuesday evening 6.30 – 8pm and Wednesday morning shift taking bloods for quite some time – she will commence training as a HCA later this year to help with appointments for reviews, dressings etc

Parking is becoming an issue at the back of the building where the doctor's park their cars. Although it says it is private property, cars are being parked over night and at the weekend.

Alan Twaite suggested a security light/camera was purchased that would record the activity.

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Helena Church also confirmed that she had bought a similar system – both from Costco.

Paula advised that a company will be quoting for bollards or chains across the area.

A railing is going to be erected from the door into the surgery down the drive towards the road.

Nina the new ACP Advanced Clinical Practitioner is helping with the doctor's workload as she can take appointments. Her days are Wednesday, Thursday, and Friday.

The reception team have noticed that the calls at 8am have diminished because of the new system which allows patients to book their appointments in advance.

A Photographer is coming to take the pictures of the all the staff so there can be a "Meet the team" area on a notice board.

Alan Twaite requested that an update of clinical staff changes be circulated to the PPG as and when they happen, as he feels that it is important that we (PPG) are abreast of the current position of the practice. As we only meet quarterly, changes can go unnoticed.

## 3 – End of Life talk with Jane Carr – 10<sup>th</sup> August 6:30 to 8pm

Paula is disappointed that only 3 patients have booked on to attend. 4 members of the PPG will be attending too.

There was discussion about the difficult nature of the topic.

Palliative care and help for carers were mentioned.

Helena Church advised that Treetops were excellent at organising palliative care and their nurses were brilliant.

We also discussed the various ways in which we could advertise the event and the Allestree Life booklet was mentioned by Neil Roberts. Too late for this event but perhaps could be used in the future.

Paula advised that they were giving out leaflets and it was on the website and Facebook page.

## 4 – Stay safe, warm and healthy – Tuesday 24<sup>th</sup> October 11am to 1pm at Darley Abbey village hall.

Janet was unable to attend this evening's meeting to give an update on this event.

## 5 – Flu clinics

Paula advised that the dates for the clinics were: -

Saturday 30<sup>th</sup> September 8:30 to 4pm

Saturday 7<sup>th</sup> October 8:30 to 4pm

Wednesday 18<sup>th</sup> October (Quest Day) afternoon only.

Louis will be arranging the appointments on his return from holiday (15<sup>th</sup> August)

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The Flu clinic times have not been confirmed as of yet so the times may alter to the times mentions (8.30am – 4pm)

Alan Twaite asked if the PPG were needed to assist with the clinics. Paula thought that it would be very helpful.

## Any Other Business

Anne Hallsworth who feels unable to attend the meetings for the present time, wished to send her greetings to her fellow PPG members.

The group discussed the monthly talks that we had previously set out and agreed that “skin cancer awareness” would be a good option to choose for our next one. Paula will talk to Dr. Parkes to see if she is agreeable to present it.

Christine Hill mentioned bowel cancer awareness, which we all agreed would be another good topic.

Both Alan Twaite and Christine Hill advised that at these presentations it would be useful to have someone who has had experience of these conditions to be able to converse with the attendees.

Neil Roberts would be happy to take a Diabetes talk.

His group are now meeting at Park Lane Surgery, and he has a good following of patients that are now following a new lifestyle plan according to Dr. Unwin, a Liverpool doctor, however, he feels he could probably go further if he had the active support of a doctor at Park Lane.

Paula to discuss with Louis on his return concerning the PPG email received by Janet from Willington Surgery PPG regarding referral management.

The next meeting will be on 9<sup>th</sup> November 2023 at Park Lane surgery.

The meeting closed at 19:50