

Park Lane Patient Participation Group (PPG) Park Lane Surgery

Minutes of the meeting held 12th September 2024

Attendees	Apologies
Louis Wood	Ann Hallsworth
Janet Dean	Paula Hume
Caroline Fairhall	Maggie Higginbotham
Alan Twaite	Ged Potter
Helena Church	Richard Talaska
Neil Roberts	Gurdip Gill
Sue Gaskin	
Sylvia Soar	
Christine Hill	

1. Agree minutes of previous meeting and confirm outstanding matters completed: -

The minutes were agreed to be a true reflection of the meeting

Matters Arising:

- a. The newsletter is being worked on by Paula, from the initial meeting of Janet, Louis, and Paula. Janet has signed up for the Joined-up Care Derbyshire newsletter and will see if there is anything in it that they could use for Park Lane's newsletter.
- b. The RVS vaccinations for 75–80-year-olds have begun, with the oldest first. A leaflet has been produced to advise people of the vaccine, as it all happened very quickly, and patients didn't know much about it.
- c. Louis is to review the time patients name appears on the screen as it was thought that it maybe not long enough to allow people to take in the number of the Doctor's room they were visiting. All notices, including door notices are to be upgraded.

2. Practice Update:

Park Lane Surgery

PPG Meeting Practice Update

Thursday 12th September 2024

TOPIC	NOTES
Staffing at Park Lane Surgery	<ul style="list-style-type: none">- Julia – new receptionist. More staff needed. From Windsor, relocating. GP practice experience.- Sue HCA has returned from long term sick leave. In house blood tests are now up and running.
RSV Vaccine	<ul style="list-style-type: none">- Eligibility 75-to-80-year-olds and pregnant ladies from 28 weeks. Inviting eldest first. One off vaccine can be given any time of year. 12th September first clinic
Flu and COVID	<ul style="list-style-type: none">- OVER 65s Clinic = Saturday 5th October<ul style="list-style-type: none">o Volunteers from 8:30am if anyone would like to assist- UNDER 65s Clinic = Wednesday 16th October
Feedback	<ul style="list-style-type: none">- Healthwatch and GP Patient Survey - Show results, all displayed on website.- Friends and Family – show chart and comments – all displayed on website.
Checking in machine	<ul style="list-style-type: none">- On waiting list for new checking in machine.
PPG Chair Meeting for the PCN	<ul style="list-style-type: none">- Discussion about something we're proud of- I said our PPG, which other practices are struggling with since COVID- Anyone else welcome to come too- To discuss with Janet
Any other business	<ul style="list-style-type: none">- Awaiting new lay out of website.- New phone system, call back feature

Matters Arising: includes item 3: October Flu/Covid clinics.

1. Staffing at Park Lane Surgery – now they have a full complement of staff – it would now be a good time to have pictures taken of everyone for the waiting room.
2. RSV vaccines – September 12th was the first clinic The older patients are being invited first. Three dates next week.
3. Flu and Covid clinics – 5th October for the over 65's from 8.30 am to 4pm
The under 65's will be on Wednesday 16th October when volunteers will not be required as it is a normal day with staff on hand.
75% of the Flu/Covid clinics are booked up as patients were booked in when they had their Covid vaccine in the Spring.
Combined/Separate vaccines given where appropriate.

Please would you let me know if you are able to volunteer for a session either morning or afternoon for the 5th of October. Thank you.

Helena asked about the housebound vulnerable patients and Louis advised that they are picked up separately.

4. Annual Survey Feedback. Once again, the results from the survey and the Friends and Family questionnaire show Park Lane as being the best in the area. (See results in separate attachment)
The PPG would like to send their congratulations to all the staff.
5. Checking in machine has finally died-RIP Checking in machine! Louis advised they hope to get one by the end of the month. The surgery to fund it.
6. PPG Chair meeting for the PCN: Louis advised that it is a requirement for every surgery to have a PPG. He and Dr Davidson had attended a meeting (every two months) with the PCN and there was discussion regarding what each practice was proud of. He gave a presentation and said he was proud of the way the PPG in his practice were proactive and had suggested various workshops/clinics which had been very successful. Janet was asked if she (and Louis) would speak to other Chairs of PPGs to advise what we are doing as he thought this would be productive. Janet is happy to do so, with Louis.

Discussion followed: Alan commented that our PPG works because it has a certain group of patients prepared to be involved plus an excellent group of GPs and staff plus the effort that Lesley put into it at the beginning and continued in the same way by Louis.

7. Sylvia suggested that we used the public notice board in front of "The Shed" opposite Park Lane to advertise events happening at the surgery. No one knew who had the key and it was suggested that we asked Ged if he knew.
Caroline would you ask him when you send the minutes, please.

4. Any other business:

1. We didn't discuss the book sales, possible use of funds for a bigger monitor and will bring this item forward to December meeting.
 2. Website – the Park Lane website is going to be changed to match hospital websites.
 3. The two skin clinics were a success, and another one is due to be held, with more in the future. Louis to send the statistics. Three members of the PPG had experience of swift remedial action as a result of being seen by Dr Parkes and Dr Turner.
 4. Dr Parkes and Louis attended Acorn Toddler group to talk about vaccinations for young children. It was very well attended, and Dr Parkes was invigorated to see all the children. Although the Mums were asking questions regarding other matters, it was thought to have been successful.
 5. Health Check machine – The machine was not working as the data was not going onto the patients records and there was also a legal issue. Original idea was to move it to the foyer, but it had to be returned and the surgery decided to request a refund and will buy one themselves and have it for a trial period to see how it works. It will be kept outside the waiting room, in the foyer area by the toilet.
 6. New Telephone Message/queuing system. Louis advised that if you wish it is now possible to request a call back, and keep your place in the queue, with a limit of 30 people waiting. Louis advised that if it is very busy and going down well. There are 3 receptionists taking the calls in the morning and it should take only 10 minutes to process them. Louis helps as well, when very busy. The system of call back was explained that their phone rings with the connection already made to the patient.
 7. It was suggested that the receptionists, who currently wear name badges, have a desk name holder which says, "Your receptionist today is.....".
 8. Janet advised that the **Stay Safe, Warm and Healthy** event at Darley Abbey Village Hall will take place on **Monday 21st October from 12noon to 2pm.**
- Please note the change of date and time.**
9. Rheumatology event – Janet looking into.
 10. The Darley Community First Responders have had a set back in that they are not allowed to train, do community events, and have their time accredited. There are now 2 EMAS trainers for the East Midlands. EMAS has become very inflexible. Janet and the group are 'working on this'!
 11. **Ensuring patients know and understand who they are seeing:** Janet reported that Podiatrists (no such thing as chiropodist now) have concerns that there are Foot Health Care assistants who have very minimal training, including small amount of training on scalpel skills/use!! Suggestion that Alice Warham of NHS/Sporting Joint) be invited to run a workshop.

And a suggestion that we add details of what all the different clinical staff do e.g., Nurse Practitioner able to prescribe, to the monitor display.

12. Caroline reported that Ged offered the group a visit to his Mayoral parlour and 5 people were interested.

Date of next meeting: Thursday 5th December

Suggestion that we have mince pies, refreshments etc. accounting for dietary preferences if possible.

The meeting closed at 20.20.