

# Park Lane Patient Participation Group (PPG)

## Park Lane surgery

Minutes of the meeting held Thursday 12<sup>th</sup> June 2025

### Attendees

Louis Wood  
Janet Dean  
Caroline Fairhall  
Alan Twaite  
Christine Hill  
Neil Roberts  
Sylvia Soar  
Ted Waters  
Dr Kaye visited the group

### Apologies

Richard Talaska  
Paula Smith  
Maggie Higginbotham  
Helena Church

Before the meeting began, Janet welcomed a prospective new member to the group – Ted Waters.

1. Agree minutes of previous meeting held 5<sup>th</sup> December 2024 and AGM minutes of 13<sup>th</sup> March 2025.  
The group confirmed they were a true reflection of the meetings.
2. Feedback on Workshops Louis / Janet

Daisy led an informative, interactive workshop on “**Ageing well**” which was well received and sparked plenty of discussion within the group.

Natasha led an equally successful workshop on “**Foot Health**”. She advised the group that there were several options for self-help and self-care. A leaflet was handed out giving 10 tips for foot health.

It is possible to book a home appointment with Natasha.

Janet has taken advantage of this service and was most impressed.

She is a diabetes specialist as the feet are very vulnerable with this condition. It is possible to book an appointment with her at Belper Podiatry clinic.

Next workshop: **Living with Pain**, with Adam Wooley from Derby County Community Trust.

### Future Workshops

The thinking regarding Prostate cancer has not really changed – this was what was discussed at our previous meeting

**Prostate Cancer** – Louis advised that this was a difficult one to call as false positives can easily be found in blood tests. It is better to target a particular group of patients. Black Afro-Caribbean men are in the danger area. Also, many older men will contract it as it is an older person’s disease and can be hereditary. Janet shared the misgivings for a workshop expressed by Dr.

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Nicholls initially and more recently by Dr Kay. The danger of worrying the well, as opposed to the most at-risk group, is a factor in this discussion. Janet & Louis to ask Saleem who ran a successful targeting project re. Prostate at the PPG Derby network.

**Living positively with Diabetes** workshop - Neil is willing to assist at a Diabetes workshop. Catherine, the practice nurse, supports the group by advising patients to attend, but does not feel comfortable speaking at a workshop. Louis will think who else could attend, Janet to enquire of the PPG PCN group. Natasha would be ideal to attend as this is her speciality with diabetic patients' feet.

July workshop – **Living safely in the sun** – with appointments to be made on the day for patients to see Dr. Parkes.

It was noted that some patients had not been called in for the follow up clinic (from the previous workshop) even though they had been put on the list.

Mid-October – **Stay Safe Warm and Healthy** at Darley Abbey village hall. Many different groups attend the event to give advice. Police, Fire, Social prescribers and many others and the WI to give out tea and cakes.

### Practice Update – Louis

#### *Park Lane Surgery* **PPG Meeting** **Practice Update**

Thursday 12<sup>th</sup> June 2025

TOPIC	NOTES
Staff Update	Ellie – Being assigned more administrative duties now  Dr Somarajan – settling in well
Clinical Navigation System	ICB Funded, currently paused
New Website	Change been pushed by the ICB to conform with NHS Website layouts and standards

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Flu Clinic – Saturday 4 <sup>th</sup> October	<p>Saturday 4<sup>th</sup> October = Over 65s all day</p> <p>Wednesday 15<sup>th</sup> October = Under 65s</p> <p>Clinics on and ready to book</p>
Newsletters	<p>Very popular!</p> <p>Positive feedback from patients</p>
Practice Talks	<p>Chronic Pain now Thursday 26<sup>th</sup> June</p> <p>6:30pm – 8:00pm</p>
Any Other Business	

3.

#### Clinical Navigation System

This is being rolled out under Rapid Health – bringing equity to all patients who are ringing the surgery for an appointment. Louis & other Practice Managers have seen it in practise and is impressed. Funding for this has currently been paused, however Park Lane may well go ahead anyway. It is being rolled out across Derbyshire. The patients answer a series of questions which then determines if the appointment is necessary for that day or not. Also, the patient may be given an appointment for another area, e.g., a nurse or a physio or to self-medicate.

#### **Flu clinics – Saturday 4<sup>th</sup> October all day and Wednesday 15<sup>th</sup> Oct half day**

Please would you let Caroline know if you are available to assist with either/ both of these clinics.

Volunteering at these clinics enables the doctors to give patients their injections in a timely manner. We, as the volunteers, greet the patients at the door and place them in a queue and when it is their turn advise which room for their vaccination.

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### **Any other business from Louis's update:**

Midwifery - Janet asked if there had been any come back from the cancellation of midwifery appointments at the surgery. Louis confirmed there had not.

Medical Reviews change - Louis advised that the system had been changed now after Helena's query in December which was:- "Helena Church advised Louis there was a problem with the system regarding checking medical reviews, re. they were able to access what was possibly an appointment. Louis explained system of medication review and said he would investigate, as they should not be accessible to patients. Group felt essentially that such reviews should not be called 'appointments', called reviews, even though their status was high, equal to that of an appointment.

Paula Hume promotion - Janet requested that Paula's promotion should be added to the TV screen noting she is now Assistant Manager. Louis agreed he would update.

Park Lane Inspections by CQC Louis advised that he had received a call from the CQC (Care Quality Commission) that they will be inspecting Park Lane Practice on July 8<sup>th</sup> 2025.

It is 9 years since their last inspection when they received a rating of "Outstanding". Louis appreciates it is far harder to retain the rating now.

Alan advised Louis that he had been the PPG chair at the time of the previous inspection and had given a 5-minute presentation to the inspectors, advising what we (as a PPG) had been doing and also giving a copy of the survey completed by the patients. Janet advised that she would be willing to do a similar presentation. Louis thought this would be helpful.

Website Update Park Lane Surgery website has been updated to look and feel more in line with other National Health, Hospital websites.

Continuity of Care Christine questioned what importance the practice felt on the continuity of care. Louis confirmed it is very important and can save time at appointments if the doctor is aware of your condition. However, a couple of the doctors at Park Lane have reduced their hours which means it is more difficult to make an appointment with them. Dr Kaye also agreed it was important, but also suggested that it is good if you are able to see other doctors who will get to know you.

Toilets to be decorated Janet asked if the toilets were going to be decorated and Louis advised that he had arranged for someone to quote for the work.

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4. Item 4 re Flu clinics was covered in Louis's update
5. The new network of PPGs which Janet and Louis attend: There will be a meeting on the 24<sup>th</sup> of June, so an update will be given at the September meeting.

#### Any other business

Discussion regarding a larger TV in the waiting room had been discussed, to enable the patients to read the various articles more clearly.

Alan advised that a Toshiba 65" was £299. (currently it is 43")

He also suggested a projector. After further discussion it was thought that a projector may not work in a bright room.

Janet suggested that we use the money from the book sale. Louis will find out how much is in the kitty. If there is not enough money maybe we could raise some. To be discussed further.

Alan will work with Janet and Louis to source new monitor.

The meeting finished at 20.30

The remaining meetings for the year are: -

11<sup>th</sup> September 2025 6-30pm

4<sup>th</sup> December 2025 6-30pm