

Park Lane Patient Participation Group (PPG)

Park Lane surgery

Minutes of the meeting held Thursday 11th September 2025

Attendees

Louis Wood
Janet Dean
Caroline Fairhall
Paula Smith
Richard Talaska
Sylvia Soar
Ted Waters

Apologies

Alan Twaite
Neil Roberts
Ged Potter
Helena Church
Sue Gaskin
Maggie Higginbotham
Christine Hill

1. Agree minutes of previous meeting held 5th December 2024 and AGM minutes of 12th June 2025.

Outstanding actions had been completed.

The group confirmed they were a true reflection of the meetings.

Practice Update – Louis

Park Lane Surgery

PPG Meeting

Practice Update

Thursday 11th September 2025

TOPIC	NOTES
CQC	<p>Rated Good Overall:</p> <ul style="list-style-type: none">- Safe: Good- Effective: Good- Caring: Good- Responsive: Good- Well-led: Good <p>Currently contending the result for Caring, there has been trouble with the CQC website, not allowing us to post feedback.</p>
Staff Update	<p>Dr Murray Wilson – Retiring at the end of September, though will likely still see him in surgery as a locum from time to time</p> <p>Annette - Left us as a receptionist. Currently hiring a new reception member of staff</p>

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	Dr Emily West - Potential new GP – currently finalising contract as a salaried Doctor, working three days a week
Flu Clinic – Saturday 4 th October	Saturday 4 th October = Over 65s all day Wednesday 15 th October = Under 65s Clinics on and ready to book
Clinical Navigation System Rapid Health	Beginning our 6-week preparation phase on 15/9/25 Ready to launch w/c 27/10/25 Short demonstration video can be found here: http://loom.com/share/93433338bd664a20a96d0fee02bd0be9?sid=2936ee91-cac9-417a-b048-31130a860795 Please be aware that this video is intended for staff as a quick view of what it looks like from the patient's perspective – there will be further videos and guidance to be sent to patients soon.
Any Other Business	

2.

CQC - Inspection

Louis advised that the Practice was rated as “Good” in all categories. Although the Practice was disappointed by the reduction from Outstanding, it has been 9 years since the previous review, and the rating system has become far more detailed.

The ratings are: Outstanding, Good, Adequate, Needs Improvement.

The patient feedback was even more positive this year which was heartening. The Practice will be submitting an appeal against their rating of “good” for caring, as they feel it should have been kept as “outstanding”.

Staff update

Dr Somarajan has decided to leave the practice.

Dr Emily West will be joining in the New Year.

Dr Murray Wilson will be retiring at the end of the year and will only return as a locum occasionally.

Annette – receptionist has left and will be replaced.

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Flu Clinic/Covid clinic

The age eligibility for the vaccines has reduced.

Saturday 4th October split into 2 sessions 8:30 to 12.00 then 12.45 to 4pm

So far Paula, Sylvia, Alan, Ged, Helena and Caroline have volunteered.

Paula and Sylvia have requested the morning slots. It would be good if we could have 3 at each session.

Wednesday 15th October – timings to be confirmed.

Clinical Navigation System – Rapid Health

Park Lane Surgery will be launching the new system on 27th October 2025, and are already preparing for it.

It is a digital system for equitable access to the surgery.

Rapid health online – semi automatic triage system.

Louis took us through the online system showing the questions that are asked to enable a suitable appointment time for that day or days hence, or suggestion to see a pharmacist, physio and others.

Park Lane is in the 2nd wave of roll-out and will be in contact with the practices who are already online to ask what teething problems, if any, they had.

Communication to the patients advising of this change is vital.

Newsletters, website, monitor in waiting area and posters will be made available. Also, there will be a change in the voice message.

If you have any questions regarding the new system, please let me know and I will forward to Louis to answer them, with answers circulated to all.

Any other business

As the CQC inspection was held in July it was not possible to hold the workshop detailed below. Louis will look into arranging a clinic for this to happen at a later date.

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

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 a waiting list.

Monday 13th October – 11am to 1pm. **Stay Safe Warm and Healthy** at Darley Abbey Village Hall. Dr Parkes will be in attendance.

Many different groups attend the event to give advice. Police, Fire, Social

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Prescribers, First Responders, Age UK, and many others and the WI to serve refreshments.

Janet advised the group of the Baton of Hope – suicide prevention day on Saturday 13th September <https://batonofhopederbyderbyshire.co.uk/> as it is visiting Darley Abbey Park from 9.30 to 1pm.

Attached are two pdf's – Park Lane comparison 23-24 and 24-25 plus patient survey. Please note these are for PPG members eyes only.

The meeting ended at 8pm.

Our final meeting of the year will be on 4th December 2025 6-30pm