

# Park Lane Patient Participation Group (PPG)

## Park Lane surgery

Minutes of the meeting held Thursday 4<sup>th</sup> December 2025

### Attendees

Louis Wood  
Janet Dean  
Caroline Fairhall  
Gurdip Gill  
Helena Church  
Sylvia Soar  
Ted Waters  
Alan Twaite  
Christine Hill  
Sue Gaskin

### Apologies

Paula Smith  
Neil Roberts  
Ged Potter  
Richard Talaska  
Paula Hume  
Maggie Higginbotham  
Michael Flude

1. Agree minutes of previous meeting held 11<sup>th</sup> September 2025.

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

## *Park Lane Surgery*

### **PPG Meeting** **Practice Update**

Thursday 4<sup>th</sup> December 2025

TOPIC	NOTES
CQC UPDATE	<p>Rated Good Overall:</p> <ul style="list-style-type: none"> <li>- Safe: Good</li> <li>- Effective: Good</li> <li>- Caring: Good &gt; <b>Outstanding</b></li> <li>- Responsive: Good</li> <li>- Well-led: Good</li> </ul> <p>Successful appeal, upgraded to outstanding for 'Caring'</p>
Staff Update	<p>Dr Murray Wilson – Now retired, still doing locum sessions for us whilst we look for a GP</p> <p>Dr Emily West Unfortunately, this fell through due to working days</p> <p>Dr Rodrigues Salaried GP working 6 sessions per week</p>

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	Reception and Admin Changes Shannon (secretary / admin) final day yesterday New reception x 2
Clinical Navigation System <b>Rapid Health</b>	Statistics regarding: <ul style="list-style-type: none"> <li>- Calls, now and then – 8-9am, all day</li> <li>- Self-booked appointments</li> <li>- Requests dealt with via the inbox</li> </ul>
Practice List and Catchment area	Fastest growing practice in Derby due to: <ul style="list-style-type: none"> <li>- New housing estates</li> <li>- Closure of practice in Oakwood</li> <li>- Reputation and NHS Choices website</li> </ul> Boundary issues: <ul style="list-style-type: none"> <li>- Historic due to an old branch-site in Little Eaton</li> <li>- Varying drive times and distances for home visits</li> </ul> Temporary list closure whilst we re-address our catchment area and the Oakwood branch closes  New catchment not yet decided on but will remove Oakwood and possibly shorten our reach into Duffield.
Any Other Business	

### **CQC update**

Louis advised the PPG that the CQC, after an appeal, had upgraded the Practice's rating for Caring, from "Good" to "Outstanding" which the group were pleased to hear.

Apparently the Practice had only been 1% off the target.

Alan Twaite suggested, and it was agreed that we keep an eye on the ratings of other practices within our PCN (Primary Care Network).

Louis was disappointed that Park Lane was the first practise to undergo the review. They had been first to be reviewed at the last round.

The patient survey which had scored higher than last year was not able to be included in the first round.

Next year's survey will be looked at with interest to see if the trend upwards continues.

### **Staff Update**

Dr Rodrigues (male) qualified last May.

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Catherine Little is on long term leave, and an agency nurse will be used to replace her in the interim.

### **Clinical Navigation System – Rapid Health**

Christine Hill informed the group about a concern with the appointment communication process in the Clinical Navigation System provided by Rapid Health. She noted that, after booking an appointment, patients currently receive two separate emails. The second email, which contains the appointment details, begins with the same two sentences as the first email. This similarity can cause confusion, as the second message may initially appear to be a duplicate of the first. Louis agreed to investigate this issue further to determine whether improvements could be made to the system's email notifications.

The group discussed issues they have found with the system and concluded that the main problem was continuity of care (with the same doctor), especially for long term conditions, as you are unable to request this in the questionnaire.

Louis suggested that you would be able to request this in the form under "Admin". PPG felt it was an effective way to request a new appointment for an acute new condition, but not so good for long term conditions.

If changes to the questionnaire were made, this would be on a nationwide basis.

Louis advised that the doctors have cards/slips of paper for patients to take to the reception if the doctor has requested a follow-up appointment. The reception team would then book a further appointment for the patient.

The surgery has a running appointment system of 2 to 3 months in advance.

The Doctors have felt the benefit of the new system, in particular, they are seeing more of the acute patients. i.e., the system is prioritising acute need. Reception have found patients willing to use the new system and record less 'hassle'. The practice has also observed an increase in appointments for children and plans to evaluate whether these visits are truly needed.

Louis shared information with the group regarding calls made to the surgery since 11<sup>th</sup> November when Rapid Health was introduced.

### **Practice List and Catchment area.**

The Practice currently has 8528 patients, up 500 on last year.

Louis's report shows the reasons for this increase.

Until now, patient numbers have not been an issue, but due to limited space at Park Lane, the practice plans to reduce its catchment area—excluding northern mostly Duffield and Oakwood. Current patients in these areas will remain registered.

### **Temporary Suspension of New Patient Registrations**

In light of the ongoing process to redefine the practice catchment area, there will be a temporary suspension on accepting new patient registrations for a period of two to three months.

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Patients will be kept informed of these changes through updates on the practice website. The website will also indicate when the practice will resume taking on new patients. Louis to prepare a short summary statement, for us to be able to answer queries, also reception and onto monitor etc.

Please see attached Rapid Health statistics pdf.

AOB – Helena Church attended a zoom call

### **How the NHS uses your data to improve Care –**

PPG encouraged to take a look-it is on one of the regular newsletters sent from Caroline.

The meeting discussed collecting patient data from hospitals, GP databases, medical volunteers, and loyalty cards to assess food purchases, along with area demographics. Data will be managed centrally.

It was agreed that they had a long way to go.

The meeting ended at 20:30

Janet and Caroline to sort out dates for 2026. AGM will be the first meeting.