

Park Lane Surgery

Patient Participation Group

Minutes from the PPG meeting dated - Tuesday 9th March 2021

Venue – ZOOM Conference Call	
Meeting Time	Start 7.01pm Finish 7.48pm
Attendees	
<ul style="list-style-type: none"> • Neville Townsend – Chair [NT] • Richard Brims – Group Secretary [RB] • Dr Alasdair Wood [Dr AW] • Helen Conaghan [HC] • Sandra Ambridge [SA] • Jemma Stripling [JS] • Mike Taylor [MT] • Jan Taylor [JT] • Mavis Pickard [MP] • Edward Wilkinson [HW] • Catherine MacLeod [CML] 	
Apologies for absence	
<ul style="list-style-type: none"> • Jan Phillips • Emily Michaelides • Linda Ash 	
Agenda	
1 Matters arising from previous meeting	
2 Practice Manager Issues	
3 Telephone System	
4 Coronavirus update	
5 Telephone appointments/E-Consult	
6 FLU Injections	
7. The Consolidated Funding Network (CFF)	
8. NHS Surveys	
9 Other Items - AOB	
10. Date of next meeting	

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Minutes
<p><u>1.Matters Arising</u></p> <p>NT welcomed the group to the third remote zoom meeting due to the continuing coronavirus restrictions.</p> <p>NT noted that the code of confidentiality should be adhered to even though most participants are joining from home.</p> <p>NT asked if there were any comments or amendments to the previous November minutes. No issues were raised so the minutes were passed.</p> <p><u>2.Practice Manager Issues</u></p> <p>With Dee now having left the practice, HC provided the meeting update.</p> <p><u>GP Update</u></p> <p>HC advised the meeting that Dr Dadia who only joined the practice recently in August has now left. Additionally, Dr Robinson another recent addition to the surgery, is currently off on 12-month maternity leave after the birth of a baby girl.</p> <p>The practice, however have Dr Khaira starting on the 6th April. Additionally, Dr Shah is currently employed as a locum, possibly until April.</p> <p><u>PCN Staff</u></p> <p>The 4 surgeries that make up the PCN, cover Park Lane, Haileyview, The Limes and Amwell have now recruited a new Physiotherapist /(based at Park Lane), Dietician and Health Coach. The new appointments represent shared resources across all of the surgeries.</p> <p>NT enquired if the new appointments would integrate into the ‘healthy hubs’ initiative, but at present this was unknown.</p> <p><u>Premises</u></p> <p>HC provided an update here and advised that the surgery had recently purchased new flooring and noticeboards.</p> <p>Since Covid, it was noted that all doctors consulting rooms are now required to have washable noticeboards and washable floors. All carpet in the doctor’s rooms have to be removed and be replaced. Currently one room has been completed, with the other four to be done in due course. At present, the theatre is used as a shared resource.</p> <p>The recent 3 room portakabin arrival provides additional space for all Covid related activities.</p>

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3. Telephone System

JS advised that the surgery had recently installed a new telephone system and confirmed that it continues to be very busy, with high call volumes. EW confirmed that he had recently used the new system and calls were answered quickly.

CML raised the issue of priorities noted on the phonelines when calling the surgery.

Confusion existed around which priority should be listed first, Emergencies or Covid related issues. JS/HC will look into this issue to resolve.

4. Coronavirus update

HC gave an update here noting that all Covid vaccinations were the responsibility of the PCN group. The amount of vaccinations available locally are often only advised at short notice, with the next batch due in on Monday for Tuesdays clinic. HC confirmed that the aim is to leave an 11-week gap between both doses.

JS advised that NHS letters are being sent out when eligible appointments are available for the vaccine, and encouraged those in receipt to book online or by calling the number on the letter. These typically arrange appointment at larger vaccination hubs, where the supply is larger and more consistent. Indeed, Dr AW confirmed that if you can travel then this is a quicker route than waiting to be contacted by your local surgery.

MP notes that those due to have the second jab, will overlap with those having the first dose. HC confirms that both doses will run alongside each other at the venues.

NT had received the vaccine recently and praised the NHS for the excellent service received. RB had also received the vaccine recently and concurred here.

NT further noted that the UK rollout of the vaccine far exceeds other European countries.

Dr AW confirmed that once the vaccine had been administered to patients, the practice website would be updated within a couple of days to show receipt.

5. Telephone appointments/E-Consult

Dr AW confirmed that the current E-Consult system continues to work well. To confirm this, he highlights that the new GP contract model would continue with the initial triage of patients' needs with a combination of telephone, video and face-to-face mix to see patients as required. It was noted however that some of the standard E-Consult questions were difficult to answer accurately depending on the nature of the patient's symptoms or needs.

RB raised an issue as to whether the current model is fixed going forward, or will the ability to go back to booking GP appointments online be reinstated sometime in the future. Dr AW informed that this is unlikely, however blood tests can continue to be booked online.

Park Lane Surgery

Patient Participation Group

6. Flu Injections

NT raised the issue of annual flu vaccinations.

Dr AW confirmed that the season for these vaccinations runs from September to February, and that the next season vaccine for 2021 needs to be ordered early in the year (that means about now).

7. The Consolidated Funding Network (CFF)

NT raised the issue here to see if Park Lane is eligible to participate in this funding source. HC advises that some areas of the scheme are not relevant, as the Government scheme focusses on additional roles to support the NHS in general, whereas Park Lane focusses solely on GPs and the surgery support. NT notes that there may be a possible substantial sum of possible funding, but HC confirms that the practice does currently claim all eligible funding.

8. NHS Surveys

NT raises the issue and asks the meetings participants if any of them had received an NHS survey to complete. The response back was a 'no' from all concerned. HC advises that this may currently be restricted due to Covid priorities.

9. Other Items (A.O.B)

EW raises the issue of surgery access from the pavement. On approaching the surgery coming down the hill on Park Lane, there is no drop kerb on the pavement as you approach the surgery, forcing wheelchair users to briefly move over into the road. The surgery confirms that this will be looked into.

MT notes the poor sound quality from the doctor's surgery, and wondered if this could try to be improved next time, possibly with the participants dialling in individually rather than being spread apart in one room using one microphone.

CML mentioned the Hoddesdon blood test venue, and highlights the good and efficient service received. RB concurs. Likes the new system that has been set up during Covid, booking an appointment time/day instead of walk in service and long waits.

Finally, JS informs the group that she is now expecting a baby, and the next planned meeting may be her last before the baby is born. SA will be the contact to liaise when JS is on maternity leave.

RB congratulates JS, and thanks the surgery on behalf of all the PPG participants for the good work it continues to do in these uncertain times.

10.Next Meeting – Late May 2021

Note – This is just a placeholder meeting date, that is subject to change nearer the time.