

Park Lane Surgery

Patient Participation Group

Minutes from the PPG meeting dated - 3rd December 2019

Venue – Park Lane Surgery - Broxbourne	
Meeting Time	Start 7.05pm Finish 7.57pm
Attendees	
<ul style="list-style-type: none">• Neville Townsend – Chair [NT]• Richard Brims – Group Secretary [RB]• Dee Gudgeon [DG]• Jemma Stripling [JS]• Sandra Ambridge [SA]• Dr Alasdair Wood [AW]• Mike Taylor [MT]• Jan Taylor [JT]• Emily Michaelides (EM)• Bette Hindmarch [BH]• Linda Ash [LA]	
Apologies for absence	
<ul style="list-style-type: none">• Catherine Macleod• Frances Jones• Colin Munday• Sarah Coffey• Patricia Beckwith• Ken Rock• Sarah Wingrove• Derek Rumbelow• Howard Connor• Edward Wilkinson• Betty Tallents• Keri Highfield• Mavis Pickard	

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Agenda	
1	Matters arising from previous meeting
2	Practice Manager Issues
3	Flu Injection campaign
4	Contact detail card completion
5	Other Items - AOB
Minutes	
	<p><u>Matters Arising</u></p> <p>NT welcomed the group to the meeting and noted the code of confidentiality on the signing in sheet.</p> <p>NT asked if there were any comments or amendments to the previous September minutes. No issues were raised so the minutes were passed.</p> <p>The meeting welcomed EM as a new PPG attendee for the first time.</p> <p><u>Practice Manager Issues</u></p> <p>DG opened with an update on the Primary Care Network (this comprises 5 Surgeries in the Hoddesdon & Broxbourne group, namely Haileyview, The Limes, Haileybury College, Amwell and Park Lane).</p> <p>The group have now obtained a new Pharmacist to work within the group and will attend the Park Lane Surgery one day per week, currently up to March 2020. AW advised that this will help with regular medication monitoring and reviewing long term medications for patients.</p> <p>Additionally, DG advised that the PCN Group had recently obtained the services of a COPD Nurse, and like the Pharmacist will attend Park Lane for 1 day per week. Duties covered will include reviews/Inhalers as well as supporting the general nursing role.</p> <p>Finally, DG advised that through Generating Health, the surgery had also obtained the services of a Physiotherapist, who again will attend the surgery 1 day per week. AW confirmed that this will initially provide a one-off assessment of a patients needs. It was noted that appointments need to be booked directly with the surgery, and are not currently</p>

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available online.

DG confirmed that all funding for the new appointments was through the PCN Group.

DG then updated the meeting on the current search for a new GP to join the Practice. The current climate is extremely challenging to recruit new GPs and only 1 application was received, and was deemed to be unsuitable.

Additionally, a new nurse was recruited but later turned down the role offered and will not now be starting as originally hoped.

DG informed the meeting that there will be a planned review of the whole workforce in the New Year.

Flu Injection Campaign

The meeting was informed that the campaign had proceeded well, with 2 Saturday mornings allocated and drop in sessions for a follow up week to 'mop up' remaining patients eligible for the flu injection. AW advised though that home visits were still continuing but this had been hampered by the current nursing shortage. AW advised that there would be a final push to complete the campaign before winter closes in.

Contact detail card completion

JS provided an update on the push to update patients contact details. Thanks were provided to NT, RB, MT and JT for their kind efforts in supporting this initiative. JS confirmed that between 500-600 contact details had now been obtained.

JS advised that the gathering particularly of email addresses would enable the surgery to better communicate with its patients. An example of this would be a regular newsletter distribution to patients.

Other Items (A.O.B)

DG advised the meeting of a recent telephone call received from C2C (Quality Care). This will involve a self-assessment over a 2-hour telephone call.

DG asked the meeting if the Surgery could set up a working group with PPG members to work together after Christmas to provide feedback on the 'You Said, We Listened' campaign. DG to follow up with PPG members to attend a meeting in due course.

DG informed the meeting of recent survey results which portrayed the Park Lane Surgery in a good light. Highlights were -

89% of patients were satisfied with the GP practice.

Only 5% however used the extended access arrangements. RB raised the question how much this was promoted, particularly the use at weekends, and questioned if a contact

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phone number could be supplied should patients wish to call and book appointments at the weekend. DG to follow up here.

54% of patients could book a same day appointment, but waiting times for routine and non-urgent appointments could be shorter.

87% had a great deal of trust with the Park Lane Surgery.

Themes determined from the survey, were friendly, helpful practice but one negative point was waiting times for an appointment.

NT raises the issue of the campaign to immunise against Shingles and the Pneumonia jab. AW advised that this is being dealt with 'in blocks of years' and patients would be contacted when appropriate.

NT provided an invitation to all PPG members to attend an upcoming volunteers event in Welwyn, as this gives a good insight into how other local surgeries operate.

NT advised of a recent initiative to 'Cancel out Cancer'. This involves a 'layman' type presentation of awareness and had support from doctors. NT to follow up on a possible presentation to the surgery.

DG highlighted the current Cancer awareness poster section of the surgery.

AW raised the very important issue of GPs retiring early, and the consequence this has on GP services. AW highlighted that established GPs were getting older and were now burdened with lots of additional paperwork to fulfil their roles. This was leading to many feeling 'fed up' and as a result were considering their futures as GPs.

The 'old' Doctor partnership model was under severe pressure and that the nature of the job had fundamentally changed. AW confirmed that attracting doctors to become GPs was difficult in the current climate.

AW highlighted the quickest solution would be to review the additional tax burdens placed on Doctors working additional hours, where after earning a certain amount, it becomes punitive financially in terms of earnings to work extra hours.

Finally, JS and DG advised that the Surgery was working on its 'core navigation' process for patients, that would signpost and give options on the best way to receive treatment and seek advice. This would utilise the new Pharmacists, Nurse and Physio.

DG confirmed that currently training of the workforce continues with relevant course certificates earned and provided.

Next Meeting – Tuesday 3rd March 2020 – 7pm