

# Park Lane Surgery

## Patient Participation Group

### Minutes from the PPG meeting dated - Tuesday 17th November 2020

Venue – Park Lane Surgery - Broxbourne	
Meeting Time	Start 7.06pm  Finish 7.54pm
Attendees	
<ul style="list-style-type: none"><li>• Neville Townsend – Chair [NT]</li><li>• Richard Brims – Group Secretary [RB]</li><li>• Dr Jacqueline Sheridan [Dr JS]</li><li>• Helen Conaghan [HC]</li><li>• Sandra Ambridge [SA]</li><li>• Dee Gudgeon [DG]</li><li>• Jemma Stripling [JS]</li><li>• Mike Taylor [MT]</li><li>• Mavis Pickard [MP]</li><li>• Helen Wilkinson [HW]</li><li>• Emily Michaelides (EM)</li></ul>	
Apologies for absence	
<ul style="list-style-type: none"><li>• Catherine Macleod</li><li>• Jan Phillips</li><li>• Bette Hindmarch</li><li>• Keri Highfield</li><li>• Howard Connor</li><li>• Dorothy Connor</li><li>• Betty Tallents</li><li>• Jan Taylor</li><li>• Frances Jones</li><li>• Colin Munday</li><li>• Sarah Coffey</li><li>• Patricia Beckwith</li><li>• Ken Rock</li><li>• Sarah Wingrove</li><li>• Derek Rumbelow</li></ul>	

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- Linda Ash
- Edward Wilkinson

### 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 Other Items - AOB

### Minutes

#### **1.Matters Arising**

NT welcomed the group to the second remote zoom meeting due to ongoing coronavirus restrictions. Due to technical difficulties however, Bette Hindmarch was unable to join the meeting as planned.

NT noted that the code of confidentiality should be adhered to even though most participants are joining from home.

NT asked if there were any comments or amendments to the previous July minutes. No issues were raised so the minutes were passed.

#### **2.Practice Manager Issues**

##### **Portakabin**

DG advised the meeting that a new 3 room portakabin arrived recently and had been installed in the surgery car park, and would be in place for a period of 6 months DG further advised that additional portakabins were also installed at both Amwell and Haileyview surgeries. The reasoning for this being to provide additional space for Covid related activities such as clinicians changing and PPE.

##### **Dee Gudgeon Leaving**

DG announced her retirement at the meeting. She has mostly worked through her 3 month notice period, and would sadly leave the practice next Thursday.

Both RB and NT would like to be placed on record as wishing Dee a very happy retirement, and thanked her for all her kind efforts over the years in providing a first-rate service for both its patients and staff. She will of course be missed, but DG then introduced Helen Conaghan

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[HC] who will take over her duties. Indeed, HC has now been at the practice for 3 weeks shadowing the work DG performs. The PPG group then welcomed HC on board.

### **3. Telephone System**

JS advised that the surgery had recently had a new telephone system installed. On each of the incoming lines, there was now a maximum number in the queue of 2 people, and the system will update the caller on the queue position. RB had first-hand experience of this and thought it was an improvement, although noting that it was still often difficult to get through to the surgery in the first instance. NT expressed concern on the previous system, but JS advised that the new system should hopefully be better, and will be monitored as its been newly installed.

### **4. Coronavirus update**

Dr JS gave an update here, and noted that Covid-19 had had a significant effect on how the practice was run. More use of remote consultations had now been taking place for many months, with smaller patient attendance at the surgery. Dr JS further advised that although the doctors had a mix of both remote and face to face consultations at the surgery, the nurses were mostly dealing with patient attendance, although noting that appointments to attend the surgery were both spaced out and staggered.

Dr JS then went onto outline that as staff attendance had been affected due to the virus, (with staff isolating at various times). The ability of the practice to continue to deliver its high service levels had been challenging. Dr JS however provided a positive update that consultation rates had in fact increased. RB thanked JS and all the Administration staff for all their kind efforts in these uncertain times. Both NT and EM concurred

Dr JS then went on to outline that going forward into the future, she believed that a hybrid 'blended service' might operate in the practice. While remote consultations can suit many patients, NT raised the issue that face to face consultations can maybe notice other aspects that may help with patient diagnosis. Dr JS agreed, and highlighted that remote access is not suitable for everybody.

NT raised the issue regarding each patients assigned designated doctor. Dr JS advised that the surgery currently has a flexible arrangement in place as to which doctor a patient can see. Dr JS noted however that if a hospital referral is made or awaiting results, these will be sent for the attention of the patients designated doctor. Dr JS highlighted in the current climate, specific requests to see a particular doctor may be difficult as staff are often moved around the practice to provide the best possible patient cover.

Dr JS then covered the issue of recent Covid 19 vaccine updates. Positive news was recently released that two new vaccines had been proved effective in clinical trials, and are now subject to review before authorisation is approved to go ahead and begin a mass vaccination programme. Dr JS advised that delivery in itself is very challenging and complex to deliver. The Pfizer vaccine is anticipated to be delivered in batches of 975 doses, all of which must be

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administered and used within 5 days. This presents a logistical challenge, as well as knowing how far in advance it will be received or even knowing when the vaccine may be available. This is further complicated in that each patient will require two doses, and the timeframe differs for each vaccine.

A group discussion occurred on this subject, but there is a feeling of uncertainty on how this may work. Dr JS confirms that it is likely that the Park Lane practice will link up with other local surgeries to deliver the vaccine when its available. St Pauls Church in Hoddesdon was mentioned as a possible venue to deliver the vaccinations. EM raised the issue of why the Spotlight in Hoddesdon has not been considered, but the feedback from the meeting was that it is currently closed for re-building work.

Further group discussions then occurred on the subject around the vaccine priority order, and who would get immunised first.

### **5. Telephone appointments/E-Consult**

RB raised an issue on a potential flaw in the System on line website. Having contacted the surgery for a follow up question, a five-minute appointment slot appears on the patient's future appointment record. JS advised that this is a known bug, as the note is only intended for the doctor's attention, but should be hidden from the patient as the slot only relates to an administration review and is not an actual patient appointment. Hence, no text message is generated indicating an appointment made.

A general discussion occurred on the telephone appointment system, but it continues to work well for most but not all patients.

### **6. Flu Injections**

EM raised the question regarding flu vaccination uptake. Dr JS confirmed that the number of doses delivered this year had increased from last year, when disappointingly doses were returned unused. Dr JS advised that currently the surgery is still contacting some high-risk patients who have still not taken up the offer of the flu vaccine this year. DG advised that the roll out of the flu jab this year has been successful, with the Saturday clinics well attended, although noting that less patients could in fact be seen safely on each day due to social distancing measures.

Finally, Dr JS advised that as the number of flu vaccine doses are ordered very early in the year, the numbers were difficult to predict for the uptake later that year.

EM highlighted that Pharmacies can still also offer the Flu jab, although demand has been much higher, as the benefits have been well highlighted in the press. RB advised that he had indeed had the jab privately at a local pharmacy recently.

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### **7. Other Items (A.O.B)**

RB raised the question, noting that three new doctors had been appointed at the Park Lane surgery recently.

JS confirmed the new doctors were –

Dr Katherine Robinson, Dr Sahil Dadia and Dr Obianuju (Uju) Echeboba

As a final matter HC outlined her background, noting that she had previously worked at a surgery in Enfield, and had 18 years NHS experience to bring to the new role.

**Next Meeting** – Mid-February 2021

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