

# **Park Lane Surgery**

## **Patient Participation Group**

### **Minutes from the PPG meeting dated Tuesday 21st November 2023**

<b>Venue</b>	<b>Park Lane Surgery</b>
--------------	--------------------------

Meeting Time: Start: 7.00pm

Finish: 8.10pm

#### **Attendees**

- Dr F Kaleel - (Dr FK)
- Helen Conaghan – (HC)
- Richard Brims – Chair (RB)
- Susan Camfield-Brims – Group Secretary (SCB)
- Neville Townsend (NT)
- Emily Michaelides (EM)
- Bette Hindmarch (BH)
- Keri Highfield (KH)
- Jan Taylor (JT)
- Mike Taylor (MT)

#### **Apologies for absence**

- Dee Mistry
- Mavis Pickard
- Jan Phillips
- Linda Ash
- Sarah Wingrove

## Agenda

1. Matters arising from previous meeting
2. Practice Manager Issues – System Updates
3. Practice Manager Issues – Staffing Updates
4. Practice Manager Issues – Premises Updates
5. Practice Manager Issues – Triaging
6. Practice Manager Issues – Covid/Flu Jabs 2-22 v 2023 uptake
7. Practice Manager Issues - CQC Visit
8. Homeless at Christmas - What can the PPG do to help?
9. A.O.B
10. Date of next meeting

## Minutes

### **1. Matters Arising**

RB opened the meeting and thanked everyone for attending.

RB noted that the Code of Confidentiality should be adhered to at all times.

RB then noted that all members present had been to previous PPG meetings.

RB asked if there were any comments or amendments to the previous May 2023 Minutes. No issues were raised so these were passed as read.

### **Practice Manager Issues**

HC and DR FK provided the meeting updates here.

### **2. System Updates**

HC said that the Surgery has the go ahead for a new telephone system (System Connect). Also, the website is to be updated and will be in the style of the NHS website with the traditional blue and white.

HC confirmed that it is hoped that the e-Consult system will once again be fully opened up in the near future. EM said that she had to wait 40 minutes to receive a call back for an appointment and also says that it states on the website that patients can book on-line. HC stated that once all appointments have been taken for the day the system automatically says this. HC promised to look into these matters.

### **3. Staffing Updates**

HC reported on the recent changes in staffing and confirmed that Dr Dempsey had now retired and that the recently appointed GP, Dr Nikolaienko, had resigned and would be leaving in December. HC confirmed that there were now two vacancies for a GP. Dr FK commented that there had been two applicants but, unfortunately, both proved to be unsuitable candidates.

Dr FK explained that it was extremely difficult to recruit new GPs for various reasons. One of the locums who they wanted to recruit had decided to take up a position at The Limes Surgery as they were in a better position to offer her more money, as being in a less affluent area they receive more funding per patient than Park Lane. Dr FK further explained that there are currently two locums who come in as and when required. However, once a locum has referred a patient for tests, when the tests results are received, these can only be reviewed by one of the partners. He further explained that whilst the Government have plans to increase funding for GPs, the benefits would not be seen for up to 10 years due to the necessary training involved. KH asked if any of the retired GPs could come back part time but HC said that this didn't look likely. Dr Robinson is due to return from maternity leave in February.

The Lead Nurse Suzanne would be stepping down from this role but would still continue to work three days a week. Gemma Dowling is however being trained to replace Suzanne as the Lead Nurse and would be able to prescribe certain medications.

Additional staff had been recruited to deal with GP administration, together with a new Receptionist by the name of Emily together with an additional resource to work on Thursdays and Fridays.

HC pointed out that there is an additional GP service on a Saturday at Amwell Surgery but not many people still seemed to be aware of this.

HC stated that it is being considered that the Park Lane Surgery may open up on a Saturday morning and that Dr Khaira would offer this extra session. Additional reception/admin support would be required to staff as appropriate.

### **4. Premises Updates**

HC confirmed that since the last meeting the new automatic front door had been fitted together with mirrored glass behind reception.

## **5. Triaging**

HC said that from the 1<sup>st</sup> December the doctors would be operating a triage system. This would involve them reviewing all the calls for the day, together with the reason for their call. They would then allocate them to the appropriate service e. g. whether they need to see a Doctor. (This is presently carried out by Dr Khaira). For example for prescriptions the patient would be directed to the Prescriptions Clerk or in any other cases to another appropriate service. At this stage HC pointed out that staff are not allowed to tell patients to ring back tomorrow but have to advise them on other ways to seek help such as 111. Once the triaging system is in place the 8am scramble will no longer exist and patients can ring up any time for an appointment during the day.

## **6. Covid/Flu Jabs 2022 v 2023 take-up**

HC pointed out the importance of having the vaccinations at the Surgery as this was vital revenue for the Surgery. This year the Practice had managed to get in before Laxtons Pharmacy, and offered 3 Saturdays for appointments. HC said it was difficult to compare the take-up this year to last year's take-up as 2023 only vaccinated the over 65's compared to last year when it was for the over 50's.

## **7. CQC Visit**

HC discussed the recent CQC visit and explained that the Practice had only been given 10 days' notice of their impending visit. Unfortunately, HC was expecting that the Surgery would be downgraded in their assessment. This was due to the fact that it was felt by the Surgery that if a patient was taken ill in the car park the quickest way to administer health care in an emergency would be to have a 'grab bag' ready with the essential contents rather than wheeling an emergency trolley out. Unfortunately, the CQC insisted that it had to be a trolley. HC was looking into this and felt that should the Surgery be downgraded then she would seek to appeal their decision if possible.

## **8. Homeless at Christmas – What can the PPG do to help?**

A general discussion took place regarding this matter. Ideas were put forward and HC said that staff had previously had a Secret Santa at this time of year but donated this to Crisis at Christmas, the staff had raised £350 towards this cause. EM suggested a box be placed on the premises where patients could donate everyday essential items.

## **9. Any Other Business**

SCB asked if patients were aware that we have a physiotherapist who comes in once a week on a Thursday by the name of Lisa Tasker and had been very impressed by her. Some patients were unaware of this service. Dr FK pointed out that she would assess the patient and where appropriate would give the patient

exercises to do and if there was no improvement after a number of weeks then she would refer them to the hospital or follow up. HC advised that there is also a male physiotherapist who comes into the Surgery.

Following on from this, HC pointed out that there were a number of other services that the Surgery offers and went through these which included two Mental Health Nurses, and a Well Being Coach which dealt with weight loss who also organises runs in the park. There is also an Anxiety Group, the latter taking place on a Saturday at the Amwell Surgery. Most people were unaware of these services. HC also said she would look into updating the Surgery's booklet which is available in the Waiting Room which details these services.

HC was also going to look into having more posters displayed around the Surgery in order to make patients more aware of the services it offers. It was also suggested by EM that it might be a good idea to also display general services such as gardening and house work as is displayed in the Cuffley Village Surgery. HC said she would pay this Surgery a visit in order to look at their poster displays.

RB raised the point that recently he went into Laxtons but the pharmacist did not have the relevant prescriber qualifications to issue a prescription which meant taking up a GP's time. HC pointed out that Boots Pharmacies should always have a prescribing pharmacist available.

## **10.Date of Next Meeting**

RB requested that the meetings go back to being held every 3 months and it was agreed that the date of the next meeting should be held on Tuesday 5<sup>th</sup> March 2024.

Meeting finished at 8.10pm