

# Park Lane Surgery

## Patient Participation Group

### Minutes from the PPG meeting dated

**Tuesday 11<sup>th</sup> June 2024**

**Venue** Park Lane Surgery

Meeting Time: Start: 7.00pm

Finish: 8.05pm

#### Attendees

- Dr A Wood (Dr AW)
- Helen Conaghan (HC)
- Emily Kingsbury (EK)
- Richard Brims – Chair (RB)
- Susan Camfield-Brims – Secretary (SCB)
- Neville Townsend (NT)
- Emily Michaelides (EM)
- Sarah Wingrove (SW)
- Keri Highfield (KH)
- Jan Phillips (JP)
- Bette Hindmarch (BH)
- Mavis Pickard (MP)

#### Apologies for absence

Jan Taylor  
Mike Taylor  
Jane Grayling  
Sheryl Sur  
Dee Mistry

## 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 - PCN Updates
6. Any Other Business
7. 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 asked if there were any comments or amendments to the previous March 2024 Minutes. No issues were raised so these were passed as read.

Relating to the March minutes though, A group discussion took place regarding the fact that it had proved difficult to raise funds for the defibrillator for the Surgery. It was suggested by SW that perhaps it would be possible to ask for sponsorship from local companies who would be willing to donate to have one possibly sited outside of the Surgery for use by not only the Surgery but also members of the public. HC thought this was a good idea and would look into this. RB thanked SW for her kind efforts in trying to find a solution for funding this.

RB suggested that he would like to send out a note to those members who had not attended the last four PPG meetings, to see if they still wished to continue to receive meeting invites and minutes. It was therefore agreed that he would go ahead and do this.

### **Practice Manager Issues Points 2-5**

HC and Dr AW provided the meeting updates here.

### **2. System Updates**

HC said that the Practice now had a new website and that this would be updated gradually.

EK explained that there was now a new triage system. It is now possible to use a new system called ACCURX which has replaced e-Consult which can be accessed

via the Park Lane website. It is much easier to use than e-Consult as it is now possible for the patient to type in exactly what the problem is in their own words rather than trying to find the right category as was previously necessary. It was also possible to attach pictures.

Once looked at by the triage doctor the patient would then be contacted by the Surgery with an appointment (if necessary) which could be the same day or anything up to two days later.

ACCURX was only operational though during Surgery hours. EK pointed out that for elderly patients who were not so conversant with the internet the Surgery liked to have a second contact phone number for these patients but pointed out that staff in the Surgery would always be willing to assist them with any help they may need. EK also said that perhaps an ACCURX step-by-step guide could be set up in some form or another and HC said she would look into this.

Both HC and EK confirmed that ACCURX was the surgery's preferred contact method, but patients can also continue to ring the surgery.

### **3. Staffing Updates**

HC informed us that as mentioned in the previous Minutes Dr Simpson was about to be employed by the Practice, however, Dr Simpson had decided not to join Park Lane after all. HC also informed us that Dr Robinson had now resigned.

However, HC was delighted to inform us that the Practice now had four new Doctors starting as shown below:-

Dr Ragu (female) who started on the 3<sup>rd</sup> June working Mondays, Tuesdays and Wednesdays.

Dr R Hooper (female) to start on the 3<sup>rd</sup> July working Wednesdays and Thursdays.

Dr R Shah (female) to start 15<sup>th</sup> July working Mondays, Wednesdays and Fridays.

Dr Kanwar (female) starting 3<sup>rd</sup> September working Tuesdays, Thursdays and Fridays.

A group discussion took place here and Dr AW advised that currently, doctors seem to want to work more flexibly.

HC also advised that a new nurse was starting part time working approximately 8 hours a week at the surgery.

### **4. Premises Updates**

There were no new premises updates.

## **5. PCN Updates**

A group discussion took place regarding the hub at the Amwell Surgery wherein HC said that patients were reluctant to go to Amwell on a Saturday morning. Park Lane only had a few slots available there as it was also used by the three other surgeries within the Group.

## **6. Any Other Business**

HC pointed out that the flu vaccines will not be available until October this year. It was pointed out that perhaps it would be a good idea if a text message could be sent out to patients informing them of this in order that they didn't go to a chemist to get the vaccine. Promoting and having the flu vaccines at Park Lane is important as it provides a valuable source of revenue for the surgery.

## **7. Date of next meeting**

Provisional – Tuesday 1<sup>st</sup> October 2024. To be confirmed nearer the meeting.

Meeting finished at 8.05pm.