

Park Lane Surgery Patient Participation Group

Park Lane Surgery

Draft minutes of the meeting held 28th September 2022

Present:-

Apologies

Louis Wood
Janet Dean
Caroline Fairhall
Anne Hallsworth
Christine Hill
Ged Potter
Alan Twaite
Sylvia Soar
Sue Gaskin
Neil Roberts

Maggie Higginbotham
Helena Church
Gillian Reading
Michael Flude

The minutes of the meeting held 2^{3rd} June 2022 were agreed to be an accurate reflection – proposed by Neil Roberts and seconded by Sylvia Soar.

1) **Outstanding matters:**

- a. TV screen does not now advise when a doctor is running late. It has been taken off.
- b. Hand rail for the drive is under investigation by Louis Wood.
- c. Access questionnaire has been sent out. (Ended up as a citywide version.)
- d. Louis and Janet are to have discussions to decide the topics, content etc. for our schedule of monthly events that are due to be started April 2024. Possibility of inviting patients from the Hub. The group gave some helpful ideas:
Chronic pain management
Type 2 Diabetes
Menopause
Bowel Cancer
Triple A screening
Prostate cancer
Post-natal depression
- e. Photos of staff on a notice board – Paula Hulme is going to progress this item.

At the last meeting we were informed that Boots had ceased the dosette boxes. Ged asked whether other Pharmacies have stopped this service.

Louis said he would get Pharmacy lead details and investigate.

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2 & 3) Practice Update and new members of staff Paula Hulme and Claire Austen

Car park at the rear has now been completed and being used. Louis advised that shrubs would be planted to finish it off. Janet offered some from the Darley Park Wildlife Garden.

Louis advised that Paula Hulme had joined the practice as Administration Manager and had settled in very well. Paula's background is from a Nursing Home where she was the Administrator. Since joining she has been very proactive and has refreshed all the notice boards around the waiting room. Some of the PPG had met Paula on the 21st September and found her to be positive, friendly, professional and with a good sense of humour.

Paula was unable to attend the meeting tonight but is keen to come to our next meeting.

Louis also advised that Claire Austen has joined the Practice as a (PCN) Primary Care Network Mental Health occupational therapist. She is able to take the load from the GP's, but cannot prescribe medication. Her appointments would be a first consultation of 30 minutes followed by slightly shorter ones thereafter.

Louis advised that cases in this area had increased since Covid.

Janet said she would send cards of welcome from the PPG to both Paula and Claire. (Also delivered chocolates.)

4 & 6) Covid – Flu Clinics

The next Flu & Covid clinic will be for the over 65's on Saturday 15th October 2022, from 8:30am to 2pm

There will be 6 rooms in operation with 6 clinicians and admin staff entering information on the computer. Ten-minute slots have been booked with 3 patients in each slot. There are 450 patients due to be vaccinated.

There will be a queue in the waiting room with chairs available if required.

The group discussed the merits of patients exiting through the back door (which had a slight trip hazard) or returning through the entry door.

There was concern regarding the number of patients attending ahead of their appointment time causing a "log jam" as the geography of the building didn't lend itself to accommodating large numbers.

Louis advised that he would be sending out reminders to the patients of their appointments and asking them not to arrive too early.

Volunteers from the PPG to attend are :-

Alan Twaite (Nita Twaite), Anne Hallsworth, Sylvia Soar, Ged Potter (hopefully) and Caroline Fairhall. Christine Hill said she may be able to help around the time of her appointment.

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If anyone who was not at the meeting would be able to assist, please let me know.

Louis will provide us with fluorescent pink hi-viz vests.

Ged Potter suggested Louis advised the local residents in advance of the clinic as parking would be a problem and residents may become understandably annoyed if they are unable to park.

He also suggested a Public Protection office may be able to be walking around the area to stop people parking where they shouldn't.

5) Feedback on event 21st September for elderly vulnerable patients

Louis advised he was disappointed with the take up but had enjoyed the afternoon. He hadn't been able to reach as many as he would have liked but was grateful for the members of the PPG who had attended and thanked them.

£104 had been raised for the Macmillan Cancer appeal.

Lessons had been learned that he would take through to the proposed monthly meetings for next year. He will make up slips of paper to be given to the patients inviting them to the event, rather than by word of mouth from the Doctors/ Receptionists.

7) TeamUp PPG event Wednesday 26th October 2022 – 7:30 to 8:30

This is a zoom meeting and Alan Twaite suggested that we met at the surgery to join the meeting together which was agreed with the group. Louis will ascertain if he can make this work via his laptop using the TV screen in the waiting room. If not we would need to attend individually via our own PC's.

Any Other Business

Ged Potter raised the question of recycling inhalers and blister packs. Could there be a collection point at the surgery? Janet to send Ged, the Streetpride recycling guy's details as he might help coordinate, possibly DCC work with a company to make it a city wide initiative?

Janet to enquire of Allestree pharmacy re. Blister packs and spent inhaler recycling.

There is a company in Uttoxeter – Globe Foundation <https://www.globefoundation.org.uk/>

They recycle most things but not blister packs

Ged Potter also mentioned Allestree Alliance <https://www.allestree.org/>

They will cover insurance for an event held in Allestree.

The meeting finished at 7:40

The next meeting will be Tuesday 8th December at 6:30 with mince pies.