

Annual General Meeting

Park Lane Practice on Thursday 14th March 2024

Present

Louis Wood
Janet Dean
Caroline Fairhall
Alan Twaite
Christine Hill
Sylvia Soar
Maggie Higginbotham
Jas Gill
Ged Potter

Dr. Parkes
Chris Fairhall – (patient, not PPG)

Apologies

Anne Hallsworth
Neil Roberts
Helena Church
Paula Hulme
Sue Gaskin

1. **Apologies for absence – see above.**
2. Minutes of previous AGM held April/May 2023
Approval was given by the group.

Matters arising:

Photos of staff – Louis explained that a Photographer has been sought and the photos will be done soon. They have had some staff changes, but now he will organise for a group photo of the reception and behind the scenes staff, with individual photos of the doctors, nurses and Health Care Assistants/Phlebotomists. It is important that the photos are correctly titled.

There was discussion regarding the presentation of the staff on the TV monitor. It was agreed that it was excellent however needs to be slowed down to ensure that patients are able to read it.

PPG Chairs & Practice Managers at PCN meeting. Janet and Louis were scheduled to have a meeting after the last AGM, but Louis advised that this meeting did not come to fruition as there were too many virtual PPGs.

Dr. Parkes advised that there had been a meeting in March where several surgeries had come together with Commissioning Group for a meeting at Pride Park, and that would have been a practical addition to proceedings.

Louis said he would see if this could be incorporated in such a meeting in the future.

GP response surveys

How patients access the surgery.

“Health Watch” attend the practice twice a year to gauge patient feedback.

They are an independent body that reports to the CQC. The doctors asked them to question the patients regarding their ability to book appointments with the doctors and various other appointments.

The results were encouraging.

Action Louis to send the findings from “Heath Watch” to Caroline to send to the group

- 3. Practice Update** Louis suggested that for our next workshop/discussion meeting (April 25th) it would be a good idea to invite “Live Well Derby” who would discuss diet, alcohol, exercise, smoking, diabetes as a whole package. The group agreed that this would be more beneficial than limiting it to Alcohol awareness, as this may limit our audience. Louis said that Kelly from Live Well Derby had agreed to present.

Louis also suggested that we had another meeting in May(23rd) and this time with PCSO – Police Community Safety Officer, Daisy, to talk on general and personal safety advice and protection from scams. Janet suggested that the ‘Scam Awareness’ lady and the PPO, DCC Public Protection Officer they had met at the Stay Safe, Warm & Healthy would be a good to come as well.

We discussed the various options of venue. It was thought that the surgery may not have enough capacity. Louis pointed out that there must be enough seats for the elderly.

Sylvia suggested the Library in Allestree and Ged as Chair of the Library thought this wouldn’t be a problem, but it would mean moving bookcases and getting the chairs in order.

Christine Hill said she would ask at Woodlands Church, as they had 200 seats so capacity would not be a problem.

Ged suggested that if the meeting were to be at the surgery it may help if the residents were advised of the dates and also maybe an idea to notify the PCSO so that they are aware and could be in the vicinity.

Ged advised the group that there was an Anti-Scam event on the 27th March in the Deli in Allestree from 2 to 4pm.

Other ideas for events by PPG could be all the Screening for certain conditions available, such as AAA screening, shingles vaccinations etc.

Dr Parkes and Janet remembered that on one of the old newsletters we had gone through all available, for whom etc. Janet suggested we produce a ‘bookmark’

sized reminder of everything available, that could be used in all kinds of ways.

Action: Janet

Helena had suggested for families, looking at vaccinations for young children and babies, suggestion that evenings would not be good for this target audience-could it be added to a mother and toddler group?

Dr Parkes reported that they no longer knew, had contact with the health visitors as they are the perfect group to be involved with such 'education. **Louis to find Health Visitor contact.**

The question of an early summer sun protection from skin cancer was thought by the group to be a good idea. To be held no later than June.

Dr. Parkes had a session in the past and it was found to be very useful and there were important referrals from her clinic to consultants with positive outcomes.

Louis and group would like to firm up dates for other events for the remainder of the year, so that we can publicise widely and tell people at all the workshops, what is coming up next.

Spring Covid vaccinations will be available in April for the over 75's and the clinically vulnerable. Text messages will be sent out to those patients that fall into the above 2 categories. It was suggested that at the same time we could ask the patients to book their flu jab.

The question of fund raising was brought to the group's attention.

'The Friends of the Surgery' book stall is continuing to bring in revenue and that there was about £100 waiting to be used. (The Friends of the Surgery' no longer exists, reception handle the book sales.)

The group questioned Louis and Dr Parkes as to what they would like the group to raise funds for. Their response was they would like the PPG to be involved in deciding.

Various suggestions were raised:

1. Water cooler for the waiting room, but that may incur an expensive contract.
2. A couple of high-backed chairs with arms.
3. A larger TV monitor to enable to patients to see it more clearly.

There were various suggestions as to how a larger monitor may be obtained. Heart Foundation / Lighthouse take electric items, house clearance possibly.

One idea to raise money was to have cake and coffee at our talks.

Action All - Ideas for next meeting what and how to raise funds.

Dr Parkes was concerned that screening figures had reduced. She asked if there was any way that the PPG could be involved to get patients to screening. Maybe go back to the hard copy newsletter? The bookmark idea?

Both Louis and Dr. Parkes thanked the group for their continued participation with PPG.

4. Chair Update:

"I am proud to be Chair of such an active PPG. We have new members, our meetings are productive, and the workshops go from strength to strength and now we are lucky enough to involve the GPs in our AGM.

So I Thank you for all your hard work, ideas and help---here's to another good year! In particular I want to thank "Wonderwoman", Caroline, here for her secretarial support.

We often say as a PPG we have an easy job because we are lucky enough to be in such an amazing GP practice.

I think this is the best practice in Derby, and I'll take on anyone who disagrees with me!!

I would like to highlight a few things and say Thank you publicly:

- *The reception staff, who unfortunately do still suffer abuse but remain professional, calm and so helpful triaging patients for the most effective outcomes for all.*
- *Thank you to all 'The Behind the Scenes' staff, without whom the practice would not operate so smoothly.*
- *Louis and Paula refreshing approach and involvement with and support for the PPG.*
- *The Nursing and Healthcare professionals working together in all kinds of ways.*
- *And of course the excellent team of GPs, who have such knowledge and expertise, know their way through ever more complex systems, often made more complicated by government, when the system is already working well. they know when a patient might need more than 10 minutes and when less and don't give up until a problem is solved.*

Park Lane Surgery Patients Participation Group(PPG) AGM

Thank you to the whole practice team, and we look forward to hearing from Dr Parkes later.”

The PPG thought it would be a good idea, for Janet to circulate a personal letter to the staff of the practice. **Janet to action.**

5. Elections – Block election was agreed.

Proposed by Ged Potter, Seconded by Maggie Higginbotham

- a) Chair – Janet Dean
- b) Vice Chair – Alan Twaite
- c) Secretary – Caroline Fairhall
- d) Reception Team (Alan Twaite, Ann Hallsworth, Sylvia Soar and Helena Church)

6. Date of next AGM – It was agreed to be in March 2025 avoiding Easter.

Date of next PPG meeting 18th April 2024

7. AOB

Ged advised there is a consultation re. the Derby City Council Forward Plan regarding speculators wanting to build buildings on green wedges, in particular, too much concrete is being put down which only exacerbates flooding.

Also, the Council would like the public to show their support for banning electric scooters in the city centre.

It would also like to know what puts you off going into the City Centre?

Ged will forward to Caroline a link which he asked the group to look at and give their views. You can access the survey on our Let's Talk Derby [Local Plan for Derby \(LPD\) | Let's Talk Derby](#)

The email was forwarded to you all 14th March, but here is the link again.

The meeting ended at 19.55.