

Park Lane Patient Participation Group (PPG) Park Lane Surgery

Minutes of the meeting held 18th April 2024

Attendees	Apologies
Louis Wood	Paula Hume
Janet Dean	Sylvia Soar
Caroline Fairhall	Christine Hill
Alan Twaite	Ged Potter
Maggie Higginbotham	Richard Talaska
Helena Church	Sue Gaskin
Neil Roberts	Gurdip Gill
Christine Hill	
Michael Flude	

1 Agree minutes of previous meeting and confirm outstanding matters completed.

The group agreed minutes of previous (AGM) were a true reflection

Comment from Janet. Apologies we should have discussed and agreed the minutes of the January meeting and discussed the issues raised at the AGM but agreeing the minutes should be left until next year. Apologies. Is it OK to discuss and agree January meeting at or next meeting?

Janet commented that it was a positive step to have invited one of the GPs to the AGM. Good example of working together and Louis advised that Dr. Parkes enjoyed attending our AGM.

Outstanding matters

Janet and Louis fixed to have a meeting to discuss workshop advertising, 'Bookmark (screening, checks available), the 'Did you know' issues and possible paper newsletter. Our idea for a PPG Chair and Practice Managers meeting has not been suggested to CCG yet.

Janet has received an invitation to attend a virtual meeting, with other PPGs and CCG but the group were dismissive of the intent and agenda of the group and were disinclined to attend. Janet to feedback to group-possibly tie in to our idea of a 'Live' PPG Chair & Practice Managers

Louis to review media (TV screen) and various issues about speed and legibility of certain posts.

Park Lane Surgery

PPG Meeting Practice Update

Thursday 18th April 2024

TOPIC	NOTES
Health check machine	<ul style="list-style-type: none">- Links with your health record so that height weight and BP are put onto your record
Long Term Condition Invitation and booking process	AccuRX <ul style="list-style-type: none">- Questionnaires used prior to long term condition reviews (asthma)- Once completed, appointment invitation to be sent- Benefit of saving time during the appointment to focus more on medication etc
COVID Vaccination Clinics	Over 75s, Immunosuppressed <ul style="list-style-type: none">- Homevisits have begun- Main clinic on Thursday 23rd May in Practice
Flu Clinics	First Flu clinic on Saturday 5 th October <ul style="list-style-type: none">- Will book appointments for this on day of COVID vaccine in May- Reminders to be sent- Appointment card to be given-
Talks	April <ul style="list-style-type: none">- PCSO and Scam May <ul style="list-style-type: none">- Livewell (18th May) June <ul style="list-style-type: none">- Skin cancer awareness July <ul style="list-style-type: none">- Childcare and vaccinations? August <ul style="list-style-type: none">- September <ul style="list-style-type: none">- Stay well winter? Flu?

Healthwatch

Healthwatch attend the surgery twice a year to engage with patients and ask questions of their experience with the practice. The feedback is then given to the practice, and they upload to the website. The results had been sent to all PPG members. The comments are noted, but not necessarily agreed with. There was a general consensus of opinion that the receptionists did a valuable job under difficult circumstances and should be commended. Also, that most patients were happy to wait, as they valued how the GPs really listened and did not hurry patients. Louis advised the group that the practice found the “Friends and Family” survey more informative.

Louis always arranges that HW visit on a Monday or Friday, being the busiest days with most Doctors in. Louis also asks them to ask about a specific issue, this time he had asked HW to quiz the patients on their access to a GP of their choice and ease of obtaining an appointment. HW personnel sit in the waiting room with the patients. It was suggested that the patients may be reluctant to talk freely if they are in a room full of patients. Louis said he will ask HW to ask if they would like to be in a more confidential area.

There was a suggestion that a member of the PPG could be present at the next visit from the HW. Also, perhaps invite them to a PPG meeting.

Long term condition process-trial of new system for checks.

Currently Annual invitations are sent out (on the patients birthday, to spread the loading) but then the patient is often not able to book an appointment which causes frustration to the patient and the receptionist. So, the practice will be utilising technology with “AccuRX” an add on system, which texts documents and questionnaires to the patients to complete before their appointment. These are then read by the nurse/whoever is running the review/clinic, who is then able to judge the length of appointment required. A link will be provided for the patient to book their appointment. However, this depends on the patient’s internet access/use ability. So, for those without internet access, unable to reply to texts or with access issues, an appointment would be assigned. The BP monitor in foyer area will be used as part of the process, and it has been decided to move it outside the waiting room to give patients privacy when using. The first two trials will be for Asthma and Diabetes review.

Covid Spring boosters have started, with the housebound and nursing homes vaccination having already started.

Invitations will be sent out to the over 75s and immune-depressed to receive their Covid booster on Thursday 23rd May. Whilst with the doctor/nurse an appointment will be made for their flu jab on Saturday 5th October if they are agreeable.

Louis agreed it would be a good idea when someone suggested that there was a PPG presence at the Covid clinic on 23rd May. Volunteers to help please.

Whilst Louis ordered the flu jabs last December, they have been advised that they are not to immunise before October, hence the clinic on the 5th October. PPG noted that the Pharmacists are able to give flu jabs to the public 2 weeks prior which gives them an (unfair)

advantage. It was suggested that a 'Did you know message' is placed on the monitor, telling people that 'Your GP practice is paid for every immunisation'.

Workshops (Thursdays) at Park Lane Surgery unless stated otherwise.

The planned workshops are as follows:

May 16th – Stay Safe from Scams (Lisa Arnold DCC Trading Officer)

June 13th - Stay Safe in the Sun

July 8th or 17th New Parents – education (and grandparents as well) at Toddlers Group at (Christine's Church) GP to do presentation.

August 15th or 22nd Live well and PCSO

September – Rheumatology (Dr. Raj/clinician from Derby Royal Rheumatology dept.

October 17th ish – Stay Safe, Warm & Healthy @ Darley Abbey Village Hall (Dr. Parkes+)

It was suggested that the First Responders showing CPR would always be a good back up or to be invited again, and Neil Roberts said he would be willing to talk on Diabetes from a non – clinical point of view.

Janet suggested a flyer/postcard was designed to advertise the events and ask for other ideas.

AOB

Any ideas for raising money? Moved to the next meeting, although as books are popular, possibility of a second bookshelf.

If anyone receives an email re the trial for Asthma or Diabetes, would they please let Louis know, feedback their experience.

Sylvia Soar asked if the car parks at the surgery were available at the weekend as she had seen several cars parked here. Louis advised that the practice would be installing lockable barriers to prevent weekend parking as they had an EV machine and did not want this to be damaged.

Janet and Caroline to suggest dates for meetings for the remainder of the year, to the next AGM.

The meeting closed at 19:45

Suggested dates for future meetings:

2 remaining for 2024

12th September

5th December

2025

AGM 13th March

12th June

11th September

4th December