

Park Lane Patient Participation Group (PPG)

Park Lane Surgery

Minutes of the meeting held 25th January 2024

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

We welcomed Gurdip Gill and introduced ourselves to him before the start of the meeting.

1 The minutes of the meeting held 9th November were agreed after some discussion of outstanding matters below: -

Louis advised that there had been an issue re. the new machine giving details of weight, BMI, and blood pressure from the beginning. It could not be linked to the surgery system updating patients records with the findings, as was originally intended. It had worked at the beginning but after some updates was still not now working. The Practice had been offered a refund, but they have declined and will make use of it but move to a more private position as PPG members as patients evidenced that patients felt embarrassed using it in the waiting room in full view of patients (and with possible announcement of their weight etc!).

Re. Helena's query re. procedure for housebound patients to have Covid/Flu/Shingles Louis informed group that vaccinations for the housebound are being reviewed and some will have District nurse referrals. PPG members were particularly concerned that many such housebound patients are very proud, finding it hard to accept help.

Nina will now be visiting patients in their homes. Louis will make Nina aware of PPG concerns.

Louis advised that they are going to contact patients who have not been seen for a very long time.

Photos of the staff – Louis advised that they have one new member of staff, and he will arrange for the photographer to attend soon.

It was also reiterated by Helena that it would be a good idea to add to the TV screen in the waiting room details of the staff and their roles.

2 Practice Update– Thursday 25th January 2024

TOPIC	NOTES
Staff Updates	Dr Wilson - Retainer GP - Settled in now Annette - Receptionist to replace Amanda - GP experience Sue - HCA Jackie - Phlebotomy
Health check machine	Links with your health record so that height weight and BP are put onto your record
Parkrun Practice	We have signed up to be a “parkun practice” - First planned practice run/ walk this Saturday 27 th January, 9am - Markeaton Park - 4 th Saturday of the month going forward
Padley House donations	Received a lot of donations, thank you to all.
Long Term Condition health reviews	AccuRX - Questionnaires used prior to long term condition reviews - Benefit of saving time during the appointment to focus more on medication etc

Sue , currently a receptionist, is training to be a Health Care Assistant and will be holding clinics taking bloods, height, weight, BMI and blood pressure.

Jackie – phlebotomy has her clinics in the evenings which means the practice and this facility is available to assist with people who are at work.

Janet and other PPG members have concerns that The HCA is being referred to as a nurse, by reception. While understanding that both Catherine's (nurses) are booked up 2 months in advance, there are two issues: 1) She is not a nurse, has not completed and passed the full training and 2) Patients will expect the administrations of a nurse. There were issues of attitude addressed. Louis to address this issue.

The new ‘appointments release process’ whereby appointments are not being released a few days in advance to reduce the demand for on the day appointments is working well.

Janet complimented the practice on the new telephone message, others agreed. However, one member raised the issue that she had a long telephone message, the telephone answering message with Lesley's message. Other members of the PPG were supportive of Louis and thought there must be some small avenue in the system that still has Lesley's message on. **Action: Louis will look into this as he thought it had been changed.**

3 Stay Safe and Warm – held at Darley Abbey Village Hall

Posters were put up in several places around Allestree and Darley Abbey inviting people to attend. Patients had been targeted. Janet advised that although only 20 plus people attended, they felt it was a worthwhile event, as it reached some people who needed assistance. It was decided that Dec 6th was too late, and turned out to be the coldest day of winter and many heeded advice, to not risk a fall! This was the first event since Covid. In 2023 the event will be as early in November as possible, depending upon Dr. Parkes' availability.

Dr Parkes attended, and a few flu jabs were given.

The attendees said they had found it to be very helpful.

The Darley Abbey Village shop provided hot soup, alongside the refreshments and cake provided by the Darley Abbey WI.

Age UK, Social Prescribers, Darley First Responders, DCC Local Area Coordinator, DCC Locality Officer, Public Protection Officer, Police Community support Officer, Cyber Crime team, Navigating RDH were in attendance. DFRS supplied resources.

4 Suggestions for further workshops

Louis suggested that we put into place the workshops for the year. He suggested holding them on a monthly basis from April to September. He was keen to be able to promote them in good time.

The first one, will be on Alcohol Awareness. Louis will ascertain if the person is available on the 25th April 2024. The workshops will be separate from the PPG quarterly meetings.

We will have a meeting prior to the Alcohol Awareness event on the 18th April 2024

There was discussion as to the subject of our workshops and Helena suggested the other end of the spectrum i.e. Mothers with young children and taking up the MMR vaccination. Maybe being held on a Saturday, but Louis advised that he didn't think this would be taken up as younger people tend not to attend this type of meeting.

Neil Roberts said he would be willing to give his experience on Managing Diabetes together with a doctor or specialist.

Dr Raj – rheumatology was also mentioned.

Last year we had a list of possible workshops, Prostate/Testicular cancer, Bowel Cancer awareness, Sepsis awareness. Possibly join in with Darley Abbey Dementia (+ Carers) coffee morning.

Janet to discuss with Louis and Paula and plan the programme.

5 Date for AGM

Alan Twaite suggested that the AGM should not be paired with another subject but have it on its own. In the beginning of the PPG, we wanted to have a subject to encourage patients to see what we were doing, as it was a requirement of the Practice to have a PPG and they received funds.

Louis advised - It is still a requirement to have a PPG but there are no funds received by the Practice.

The AGM used to be used to recruit more members, but we have found the workshops are the best way of recruiting. Original suggestion was for 5 meetings, one being the AGM. Agreed that the AGM would be a start of a PPG-next one and that one of the GPs attend to feed back/ask the PPG what they would like tackled.

Alan Twaite also asked Louis to ask what the Partners (Doctors) would like our objective to be for the coming year.

Maggie Higginbotham endorsed Alan by saying it should be a two-way exchange between Doctors and PPG.

Action Louis to raise this at a Partner's meeting, that this becomes an AGM regular.

Dates of 2024 meetings:

1. March 14th AGM and then meet the GP! And other PPG matters.
2. April 4th
3. July 4th, 11th, 18th, 25th
4. October 3rd, 10th, 17th, 24th.

The meeting closed at 20.10