

Park Lane Participation Group

Park Lane Surgery

Minutes of the Meeting held 8th December 2022

Present

Louis Wood
Paula Hume
Alan Twaite
Caroline Fairhall
Sylvia Soar
Ged Potter

Apologies

Janet Dean
Helena Church
Christine Hill
Maggie Higginbotham
Michael Flude
Gillian Reading
Sue Gaskin

The minutes of the meeting held 28th September were agreed to be an accurate reflection after the year for the monthly events was changed to 2023. Agreed by all

Practice Update

Louis advised that there has not been a great deal of change.

Flu/Covid clinics feedback

The Flu season is ending but still pushing vaccines. Text messages are being sent and some letters where no text can be sent.

Louis advised there was huge competition for flu vaccinations as it was an important income stream for whoever is delivering them. However, unlike commercial pharmacies, the PLS directs the income towards practice improvements.

Next year's supply has already been ordered but the allocation is determined by NHS and is unlikely sufficient for all eligible patients registered with PLS.

The Group discussed some patient raised concerns regarding notification and booking procedures for vaccinations arising from the allocation shortfall.

Specifically, the disadvantage this presents to vulnerable patients who have previously relied on advance notice to book in or have no access to the internet, as this is the only way retail chemists accept bookings.

Also, those eligible patients, unaware of the discrepancies, are simply told the clinics are already full and subsequently wrongly conclude that some patients are receiving preferential notification.

It was agreed, with guidance from Louis, further consideration would be given to these issues before publication of the clinic dates for 2023.

Lessons have been learned from this year's clinics and the appointment system will be tweaked to further smooth the peaks and troughs.

There was discussion as to how the layout of the waiting room could be improved to assist with the flow at busy times.

Louis thanked the PPG members who assisted at the clinics on the 15th Oct and 5th Nov.

Park Lane Participation Group

See below for results of both clinics.

Flu & COVID Clinics - 2022

- 15th October – 928 vaccines administered patients
- 5th November – 806 vaccines administered

Paula Hume introduction

Paula advised her previous role was as an administration manager at a Care Home, which she enjoyed but was equally enjoying the challenges of work in a GP practice. She will have a close relationship with the PPG and will continue to attend the meetings.

Louis stated that Paula had settled in very well and was doing a great job.

TeamUp

Four members of the PPG attended the TeamUp zoom meeting held on 26th October which was a re-run of the meeting held in the summer. It was disappointing that although we had submitted our email addresses, there was no follow up received or copy of the transcript that was promised.

Alan Twaite summarised as follows: TeamUp is a nice idea and if it came to pass, we would support it but in truth not a reality in the foreseeable future. Dr. Gillian Davidson is on the board.

Group Activity Report back

The following monthly talks have been proposed to take place starting April next year.

Monthly Talks 2023 – Health Topics

April	Perimenopause/Menopause/HRT
May	Prostate/Testicular Cancer <i>DK to perhaps lead discussions</i>
June	Bowel Cancer Awareness
July	Sepsis Awareness and possibly Strep A (?)
August	Skin Cancer Awareness
September	End of Life & Bereavement <i>perhaps ask Jane Carr – MacMillan End of Life Care Development Facilitator to lead discussions?</i>
October	Warm Winter/Flu Vaccinations

Park Lane Participation Group

The talks will most probably be taken by the group's practitioners with support from people from other areas. Dr Parkes will take the first one in April.

The idea was to start with general issues relevant to more patients.

Each session will be held in the waiting room at Park Lane surgery.

Although the first is thought to be female orientated, it is not necessarily meant to be exclusively for women, as husbands and partners would probably benefit from a better understanding.

Louis will be advertising these events as widely as possible and not necessarily confined to patients of Park Lane practice.

Alan T suggested that it may be an advantage to have someone who is living with the problem/condition to be able to talk directly to the attendees of the events.

It was suggested that community notice boards, pharmacies, and cafes would be good places to spread the word, as well as within the practice on notice boards and the website.

There was general discussion on the remaining topics which we agreed were all important issues.

AOB

Helena Church had submitted an email as she was unable to attend the meeting. (A copy of which was forwarded to Louis and Paula) She states:-

1. I have seen some really good positive feedback about Park Lane surgery on the Allestree Park Neighbours via the Nextdoor feed – (she sent a word document with the comments.)

Louis was pleased to hear this and said the staff would be appreciative.

2. Defibrillators - driving around I noticed that 2 new ones have appeared in Allestree, one at Park Farm & one across the road from the surgery near the chemist. In a previous meeting, I suggested that perhaps a map or link could be added to the practice website. I may be mistaken but I can't see anything there? I have attached some screenshots of some of the ones I found via Defib finder – find the defibrillators nearest you. I am surprised there are so many now but I think I have read that Local Businesses have been funding them or at least paying for their installation. I still think it would be helpful to run some training sessions next year & Dr Parkes did agree this would be possible.

Louis agreed that they would be willing to host a training session

Helen sent a copy of 3 screen shots of maps where they were to be found which Paula advised she would add to the website under news.

Ged Potter replied to this by saying: -

“Allestree Councillors Ged Potter and Steve Hassall, have previously run a just giving page to fund a defibrillator installation, (now installed outside Wathalls Funeral Parlour) however it became apparent from liaising with Peter, a first responder, who approached Ged and Steve (due to the fund raising), that the installation is only the first part; and many of the defibrillators in Allestree are either not registered (so emergency service operators do not know locations) or are in premises that do not give 24hour public access.

Park Lane Participation Group

Ged, Steve and Peter are currently working with East Midlands Ambulance Service not only to fund and install further defibrillators but also make sure that all such machines in Allestree are registered and accessible 24/7.

This will hopefully lead to community training for volunteers and maps identifying locations.”

3. The notice boards were all neat & themed & the leaflets tidy & easily accessible in the entrance way. If I am correct & Paula is responsible, then please pass on my positive feedback again.

The meeting closed at 19:45

The next meeting was pencilled in for Thursday 2nd March 2023