

# Park Lane Surgery Patient Participation Group

## Minutes from the PPG meeting dated - 4th March 2020

Venue – Park Lane Surgery - Broxbourne	
Meeting Time	Start 7.04pm  Finish 8.00pm
Attendees	
<ul style="list-style-type: none"><li>• Neville Townsend – Chair [NT]</li><li>• Richard Brims – Group Secretary [RB]</li><li>• Dee Gudgeon [DG]</li><li>• Jemma Stripling [JS]</li><li>• Sandra Ambridge [SA]</li><li>• Keri Highfield [KH]</li><li>• Howard Connor [HC]</li><li>• Dorothy Connor [DC]</li><li>• Mavis Pickard [MP]</li><li>• Betty Tallents [BT]</li><li>• Emily Michaelides (EM)</li><li>• Bette Hindmarch [BH]</li><li>• Jan Phillips [JP]</li></ul>	
Apologies for absence	
<ul style="list-style-type: none"><li>• Catherine Macleod</li><li>• Mike Taylor</li><li>• Jan Taylor</li><li>• Frances Jones</li><li>• Colin Munday</li><li>• Sarah Coffey</li><li>• Patricia Beckwith</li><li>• Ken Rock</li><li>• Sarah Wingrove</li><li>• Derek Rumbelow</li><li>• Linda Ash</li><li>• Edward Wilkinson</li></ul>	

# Park Lane Surgery

## Patient Participation Group

### Agenda

- 1 Matters arising from previous meeting
- 2 Practice Manager Issues
- 3 Initiatives
- 4 Other Items - AOB

### Minutes

#### **1.Matters Arising**

NT welcomed the group to the meeting and noted the code of confidentiality on the signing in sheet. NT confirmed that the confidentiality clause extends to any written or displayed material viewed whilst in the surgery where the PPG meetings are conducted.

NT asked if there were any comments or amendments to the previous December minutes. No issues were raised so the minutes were passed.

The meeting welcomed JP who has re-joined the group.

#### **2.Practice Manager Issues**

##### **Quality Care Commission.**

DG advised the meeting of a recent phone call with C2C (Quality Care Commission), and confirmed that the Park Lane Surgery had indeed done well in a recent self-assessment audit, noting only a minor point raised relating to the storing of prescriptions. This was followed up with a recent visit to the surgery.

##### **New Website**

DG advised that the Surgery had now revamped its Website, and that this was going live on Monday 9<sup>th</sup> March. DG highlighted that the updated version should be easier to navigate for its users.

##### **Did Not Attend Letters**

DG highlighted to the meeting that there continues to be ongoing issues with patients missing appointments. The surgery can flag up missed appointments, and takes very seriously any persistent offenders failing to attend. Indeed, an '8 Day Rule' is adhered to whereby, should lots of appointments be missed, and an irretrievable breakdown of trust occur, then the patient would be written to and advised to leave the practice.

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### **Social Prescriber**

DG advised the meeting that the local PCN Group (covering 4 surgeries) had recently employed Clare Smith as a Social Prescriber. For one day per week the surgery provides a list of 3 patients who may benefit from the individual attention and Clare contacts them to see if she can assist or help in any way. Initial feedback has been very good. JP notes that this may free up some spare GP capacity, and KH confirms that this is good initiative.

### **Coronavirus**

The severity of the Coronavirus outbreak was a hot topic to be discussed. DG advised the meeting that the latest 111 advice, was to check the website should you suspect that you may have the symptoms of the virus. Should you believe that you may be infected, the Lister Hospital in Stevenage is the local focal point to attend to be checked out. DG confirmed that the surgery has a procedure in place in relation to the virus.

### **Dr Davies**

DG advised the meeting that Dr Davies had recently noted her intention to retire and was now scheduled to leave the practice at the end of May. This will of course put additional pressure on the remaining doctors whilst an advert is placed in order to try to recruit a new doctor. However, in the current climate new GP recruitment is seen as extremely difficult.

### **Flu Injection Campaign**

DG updated the meeting with a note that despite being well attended, less patients were in fact seen and immunised for Flu in 2019, compared to 2018.

### **Haileyview**

DG informed the meeting that the Haileyview surgery now covers Haileybury College.

### **3. Initiatives**

NT provided an update on various initiatives in the local area. These involved the 'Memory Cafe' in the Hertford Theatre and the promotion of healthy Vegan eating.

### **4. Other Items (A.O.B)**

DG advised the meeting of the recent intention to shut a surgery in Buntingford, noting that recent building there makes this far from ideal.

A group discussion then occurred whereby the over-whelming majority of attendees praised the Practice for its excellent level of care by its doctors. DG noted however that most of the doctors were now into their 50's, but still cared passionately about patients in the practice.

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DG advised of a new E-Consult initiative that was recently rolled out. This enables patients to log into the Park Lane website, and provides the facility to contact doctors with any relevant issues or concerns. This will provide greater flexibility to raise concerns and receive a reply without the need to physically attend the surgery. Questions or concerns raised will need to be triaged accordingly once this initiative is up and running. Both RB and KH applauded this as a forward thinking move.

DG apologised for no doctor being in attendance. Dr Sheridan had been scheduled to attend, but a recent date change meant this was now not possible, but hopefully she would be available for the next meeting.

A group discussion then occurred on the subject of appointments. HC raised the frustrating issue of trying to make telephone appointments. DG confirmed that 4 lines are available to book appointments.

DG then further confirmed that over recent weeks a number of doctor 'call-backs' had been scheduled for patients, thus reducing capacity in overall available appointments. Indeed, for those attending appointments with Dr Dempsey up to a 2-hour wait may be required at busy times.

DG then went onto highlight the out of hours surgery currently at Handscombe House in Hertford, noting that shortly there might be the possibility of attending a surgery in Hoddesdon.

A short discussion followed that mentioned the private GP service provided at Laxtons Pharmacy, whereby appointments can be scheduled via a video-link for an agreed fee.

DG provided attendees with a copy of the new revamped Practice leaflet.

Finally, JS advised that it is still the intention of the surgery to issue a regular newsletter to better communicate with its patients. This will be followed up in due course.

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### POST MEETING UPDATE

DG confirmed that in the last week, the surgery has sent out 8000+ texts saying the following:

*Dear patient,*

*Due to the COVID 19 outbreak all new appointments at Park Lane Surgery from 16th March 2020 will initially be a telephone consultation with a clinician. Pre booked appointments will receive a telephone call at the booked appointment time unless advised otherwise.*

All the staff have been given plastic one use aprons, gloves and sanitizer to use when on the front desk.

Dr Condon has joined the team this week to triage - and help reception staff on the phones with any queries, or advice

DG confirmed that she is getting updates all day long, which is then cascaded to the Doctors/Nurses/and all other staff here.

The Surgery have added to its business continuity the relevant information – in case we had to close, or work at another surgery.

**Next Meeting** – Tuesday 23rd June 2020 – 7pm

Note – This is just a placeholder meeting date, that is subject to change or cancellation nearer the time.