

Park Lane Surgery

Patient Participation Group

Minutes from the PPG meeting dated
Tuesday 5th March 2024

Venue Park Lane Surgery

Meeting Time: Start: 7.00pm

Finish: 8.20pm

Attendees

- Dr A Khaira (Dr AK)
- Helen Conaghan (HC)
- Emily Kingsbury (EK)
- Richard Brims – Chair (RB)
- Susan Camfield-Brims – Group Secretary (SCB)
- Neville Townsend (NT)
- Emily Michaelides (EM)
- Sarah Wingrove (SW)
- Mike Taylor (MT)
- Jan Taylor (JT)
- Jane Grayling (JG)
- Keri Highfield (KH)
- Sheryl Sur (SS)

Apologies for absence

Mavis Pickard
Linda Ash
Bette Hindmarch
Jan Phillips
Catherine MacLeod

Agenda

1. Matters arising from previous meeting
2. Practice Manager Issues – System Updates
3. Practice Manager Issues – Staffing Updates
4. Practice Manager Issues – CQC Visit Update
5. Raise funds for new defibrillator
6. Monthly Newsletter
7. A.O.B
8. Date of next meeting

Minutes

1. Matters Arising

RB opened the meeting and thanked everyone for attending.

RB noted that the Code of Confidentiality should be adhered to at all times.

RB then welcomed two new members to the meeting (JG) and (SS) with all other members having attended before.

RB asked if there were any comments or amendments to the previous November 2023 Minutes. No issues were raised so these were passed as read.

Practice Manager Issues Points 2-4

HC and Dr AK provided the meeting updates here.

2. System Updates

Triage System/e-Consult

Dr AK explained how the triage system worked. He monitors all phone calls/eConsults in the morning and decides on which patients need to come in for a face to face consultation and which patients can receive a call back from a Doctor, with the others being directed to other medical services e.g. physio etc. He felt the system was working very well and although not quite 100% at the moment he felt that in a few months it would be more or less perfect. These calls/e-Consults can vary daily but can be up to 230 on some days. At some point during the day the triage system is stopped in order to be able to see the required patients.

With regard to e-Consult this is now available from 6am and closes when all the allocated slots are full up.

The NHS are pushing for the triage system to be rolled out generally in order for patients to be able to gain better access to a Doctor. Dr AK explained that they are looking into ways of patients using e-Consult more in order to lessen the number of phone calls.

EK explained why they have to ask each patient as to the reason for their call. She explained they have a specific number of questions to ask the patient which then helps the Doctor to determine if the patient needs to come into the surgery or not.

HC said before the triage system was in place 98% of patient complaints were due to the fact that they couldn't get an appointment but since this system was introduced the number of complaints has declined rapidly and felt there was a higher degree of patient satisfaction together with better morale amongst the staff. With regard to the new telephone system HC felt that this was working very well currently.

A group discussion took place on the roll-out of the new Pharmacy First initiative but Dr AK pointed out that this service was very limited as pharmacies were only able to deal with seven ailments.

3. Staffing Updates

HC advised there were currently 32 members of staff employed at Park Lane and she now has a dedicated assistant practice manager which was working extremely well.

Dr Robinson will be returning from maternity leave in the middle of April

A new lady GP has been recruited by the name of Dr G Simpson and she will be starting on the 5th May and is employed with a view to becoming a partner sometime in the next year. She will start initially with four sessions per week, increasing in the future.

The Practice is also interviewing for another vacant GP appointment with CV's currently being received.

HC informed the PPG that locum work is drying up generally as practices are unable to afford to keep paying out for them. This has therefore meant that there are now more GPs available as they now try to secure permanent positions.

RB asked if anymore thought had been given to Saturday morning opening but Dr K said that this was not in current GP Contracts at the moment and would require support staff to come in if this ever materialised. Dr AK said there is a Saturday

morning hub at the Amwell Surgery but this is shared between all of the PCN surgeries and each surgery is only allocated so many slots.

4. CQC Visit Update

HC was very disappointed to have to advise that the Practice had now been downgraded from 'Good' to 'Needs Improvement'. Although some points raised by the CQC had been disputed by the surgery, unfortunately it was the same assessor that dealt with the appeal letter, resulting in no change to the overall rating.

5 Raise funds for a new defibrillator for the Surgery

A group discussion took place as to how the PPG could raise funds in order to purchase a new defibrillator for the surgery. Dr AK said the old one had now finally ceased functioning and it had been necessary for the Partners to buy one out of their own pocket at a cost of £1,434.

As we now live mainly in a cashless society it was agreed that the best way forward would be for a text message to be sent to patients' mobile phone detailing the reason for the fundraise with a link for them to donate if they so wished. This would however necessitate a new PPG bank account to be opened in which the donations could be deposited online. It was suggested that as this couldn't be set up as a Charity or an individual it might be possible to set this up as a Club/Society account. SW said she would look into this, with RB looking into how to set up a link to 'internet funding pages' and what would the cost of this be. People donating could then see how much money was raised towards the target funding.

Further discussions took place around posters being put up in the surgery to promote what the PPG was raising money for. The use of QR codes was also mentioned, but this requires further thought.

6 Monthly Newsletter

HC stated that the Surgery's web page is to be updated which would enable a newsletter to be displayed on this, together with information outlining the services provided by the Surgery

7 Any Other Business

With regard to the blood pressure monitor rather than move it to another area it was decided to just turn the desk round to provide more privacy.

Finally, JG raised the point noting the confusion around the ages applicable for the Shingles Vaccination. HC said she would try and obtain some clarity on this.

8 Date of next meeting

Tuesday 4th June 2024

Meeting finished at 8.20pm