

Park Lane Surgery

Patient Participation Group

Minutes from the PPG meeting dated - Wednesday 10th May 2023

Venue – In person meeting at the Surgery	
Meeting Time	Start 19.10pm Finish 20.15pm
Attendees	
<ul style="list-style-type: none">• Richard Brims – Chair [RB]• Sue Camfield-Brims – Secretary [SCB]• Dr Alasdair Wood [Dr AW]• Helen Conaghan [HC]• Emily Lowe [EL]• Keri Highfield [KH]• Emily Michaelides [EM]• Bette Hindmarch [BH]• Mike Taylor [MT]• Jan Taylor [JT]• Jan Phillips [JP]• Sarah Wingrove [SW]• Neville Townsend [NT]	
Apologies for absence	
<ul style="list-style-type: none">• Mavis Pickard [MP]• Linda Ash [LA]	

Park Lane Surgery

Patient Participation Group

Agenda

- 1 Matters arising from previous meeting, and introduction of new Chair and Secretary.
- 2 Practice Manager – System updates i.e telephone and appointment system
- 3 Practice Manager – Staffing updates
- 4 Practice Manager - Premises updates
- 5 Practice Manager - Primary Care Network (PCN) updates
- 6 What can the PPG do to help the Surgery ?
- 7 Any Other Business
- 8 Date of next meeting.

Minutes

1.Matters Arising

HC opened the meeting by welcoming the new chair RB and new Secretary SCB.

HC thanked everyone for attending and especially thanked Neville for all his hard work over the many years he served as Chair on the PPG. RB concurred with this and offered his thanks too.

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

RB then noted that all members present had been to previous PPG meetings, except the new Secretary SCB.

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

Practice Manager Issues

HC and Dr AW provided the meeting updates here.

2. Systems Updates

HC advised the meeting that a new ‘cloud based’ telephone system had now been installed as the previous system was unable to cope with the volume of incoming calls. The new system now enables patients to ring in and instead of hanging on it will give the caller an option to be called back without losing their place in the queue. The caller will then receive a call back and where necessary an appointment will have been made for them. A group discussion then took place wherein KH and others stated that they had tried to ring in recently at 8.01am and were told that all the appointments had gone for the day. HC and EL were unaware of this glitch but HC promised to look into the matter. RB asked if the surgery could provide a

Park Lane Surgery

Patient Participation Group

manual override should a known telephone system issue arise, but HC advised this was not currently possible.

HC went on to say that all appointments for the day will now be released at 8.am and there will no longer be the 11.30am scramble for appointments. This has been decided by the Partners to make it fair to everyone when attempting to obtain an appointment.

Appointments will shortly be going back on-line and it will be possible to now book appointments up to 2 weeks in advance. HC also pointed out that it should be noted that patients should not queue outside for an appointment but should only ring up as this was unfair to patients attempting to get through on the telephone and for patients that were unable to come to the surgery to queue, i.e elderly patients and parents/carers of sick babies/children..

It was noted that Park Lane has a high percentage of patients (1,700 over the age of 80) representing a high 16% of the 10,500 approximate patients.

Finally, HC informed the meeting that Dr Khaira had started to triage the phone calls for patients wanting appointments in order to ascertain the most urgent and he would be doing this 3 days per week.

3.Staffing Updates

HC stated that a new doctor had been appointed to replace Dr Sheridan who had now retired. Dr Olga Nikolaienko would be joining the Practice on the 4th July and would be working 4 sessions per week.

4.Premises Update

HC informed the meeting that a new electric front door was to be installed shortly, together with other cosmetic alterations to the front in order to give the building a more up to date look.

Other changes are to be made internally as more space is required. To this end, the 'Lloyd George Notes' (handwritten notes) will now be stored off-site, with 24 hour's notice being required if the notes are needed to be retrieved. This will then free up the much-needed space in order to redesign the interior. The 3 medical secretaries will move back behind the reception area and a new glass door will be fitted.

5.Primary Care Network

HC informed the meeting that Covid vaccinations were now being offered to the over 75s. These were being carried out at the Amwell Surgery in Hoddesdon as the premises has a back door for patients to leave by. However, Dr AW stated that it was hoped that for the next Covid/Flu season this service could be offered at Park Lane for 2 or 3 Saturday sessions.

Park Lane Surgery

Patient Participation Group

HC pointed out that patients taking up their jabs at Park Lane was a very good source of revenue for the Practice. Although local pharmacies were offering the same service, it was felt unanimously that this was a good way to support the Surgery.

A general discussion took place as to how this important issue could be conveyed to all patients of Park Lane. It was suggested that patients should receive a text informing them as to how this supports the Practice by going direct to Park Lane or perhaps put an advertising message on the display screens within the Surgery premises. HC encouraged PPG members to spread by 'word of mouth' the importance of getting your jabs at Park Lane as the extra revenue generated is important to the Surgery.

EM suggested that perhaps it could be pointed out to patients that with this extra revenue the Practice would be able to purchase specific medical items.

HC advised the meeting about the additional appointments available outside of normal hours 6.30 – 8.00pm week days and all-day Saturdays at Amwell Surgery. These appointments are offered as part of extended access which were previously held in Hertford; however Hoddesdon & Broxbourne PCN (Primary Care Network) are now managing the extended access appointments and the four surgeries in the PCN – Park Lane, The Limes, Amwell & Hailey View Surgery are able to book patients into these appointment slots. It was agreed by the four surgeries that extended access appointments would be held at Amwell surgery as Amwell is the most centrally located. The PPG group as a whole were surprised at this as there was a general lack of awareness that these were being offered. HC noted the point and would look into why this is not more widely known.

Finally, HC informed the meeting that a new NHS App was going to be up and running in October which would enable patients to access their medical notes including test results etc. Dr AW pointed out that this may not be ideal as it could have the potential to cause patients to worry unnecessarily and could result in patients wanting to speak to a Doctor regarding their results.

6.What Can the PPG do to help the Surgery?

A general discussion took place as to how members of the PPG could offer more help to the Surgery.

JP commented that one way would be for PPG members to help out on the days of the vaccination sessions.

JP wished to say that she thought the Repeat Prescription service was very efficient and this had been confirmed by her pharmacist who agreed that Park Lane were very efficient at distributing their prescriptions.

7.Any Other Business

Park Lane Surgery

Patient Participation Group

MT commented that he had been contacted by the community pharmacist on behalf of the Practice but he was unaware that the Practice had a pharmacist and thought it might be a scam. HC said that there were four pharmacists working in the PCN for the four practices in the group although none were permanently allocated to Park Lane.

8.Date of Next Meeting

HC commented that she would like to revert back to more regular 3 monthly PPG meetings. It was therefore agreed that the next meeting should be sometime in September with the date being agreed nearer the time. Finally, it was suggested that it might be a good idea for all participants to meet up 15 minutes earlier for future meetings in order to ensure a prompt start.