

Park Lane Surgery

Patient Participation Group

Minutes from the PPG meeting dated - Tuesday 22nd November 2022

Venue – ZOOM Conference Call	
Meeting Time	Start 7.03pm
	Finish 7.58pm
Attendees	
• Neville Townsend – Chair [NT] • Richard Brims – Group Secretary [RB] • Dr Jacqueline Sheridan [Dr JS] • Helen Conaghan [HC] • Keri Highfield [KH] • Emily Michaelides [EM] • Bette Hindmarch [BH] • Mike Taylor [MT] • Jan Taylor [JT] • Jan Phillips [JP] • David Stock [DS] • Barbara Cordina [BC] • Vassilina Bindley [VB]	
Apologies for absence	
• Dee Mistry • Catherine MacLeod • Sarah Coffey • Sarah Wingrove	
Agenda	
1 Matters arising from previous meeting and welcome by the Chair	
2 Practice Manager Issues – Coronavirus & Flu update	
3 Practice Manager Issues - Telephone appointments/ Face-to-face/E-Consult	
4 Practice Manager Issues – Staffing Updates	
5 Practice Manager Issues - Complaints	

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6	Practice Manager Issues - Drop kerb outside Surgery
7	PPG Recruitment
8	A.O.B
9	Date of next meeting
Minutes	
	<u>1.Matters Arising</u> NT noted that the code of confidentiality should be adhered to even though most participants are joining from home. RB noted that the previous April 2022 minutes were not circulated, and asked HC to submit these to the group for review and sign off at the next meeting. Due to technical issues with NT's Teams link RB noted and welcomed 3 new members to this PPG meeting namely, DS, BC and VB. <u>Practice Manager Issues</u> HC and DR JS provided the meeting updates. <u>2.Coronavirus/Flu update</u> Dr JS noted that no current restrictions are in place at the surgery, but noted that regular testing is still important to avoid possible exposure to others. Mask wearing is also still important but currently the Surgery are not insisting on it. DR JS then went on to highlight that Covid is now treated like all other winter conditions, as we move towards more normal functioning. HC noted that the Covid vaccination take up was on the low side. Previous vaccinations were done at the surgery, but these have now moved to the PCN hub portacabin housed at the Spotlight in Hoddesdon. HC then highlighted that as a result of other local Chemists, namely Laxtons inviting patients in for the vaccinations first, the practice was losing revenue for each patient not receiving the jab at the Surgery. DR JS noted though that it was important to receive the jab, rather than focus on where it was administered. EM then went onto highlight that some hospital procedures still require Covid testing, and that mask wearing was still required in the pharmacy where she works, noting that the levels of actual mask wearing can vary enormously. DR JS gave an update that both Flu and Covid vaccination invites continue to go out. DR JS noted that recent joint vaccination sessions had been somewhat difficult, as some people had

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had one job prior to attending, making joint consistency of delivery an issue, particularly as the doctors had provided this service in their own time.

3.Telephone appointments/ Face to face/E-Consult

HC advised that the Surgery is moving towards a 'more normal' way of operating since July, with face-to-face appointments now available to book online from September.

HC notes that E-Consult generates extra work as the detailed form needs to be reviewed, followed up with phone calls and surgery visits as appropriate. Currently this is restricted to only 30 applications per week. HC acknowledges that this service is limited in its nature, and open to abuse with multiple applications possible (and indeed seen). DR JS then went onto note that completion of the required form online can be difficult in complex cases, but in general younger patients complete the form with greater ease. HC further adds that appropriate photos can also be uploaded to assist the doctor's diagnosis.

4.Staffing Updates

HC gave a quick overview noting that there was one current GP vacancy but no current interest in the available role.

5, Complaints

HC gave an update here, noting first that the current phone system still has 'glitches' and noted patients' ongoing concerns and complaints that they have previously been cut-off or struggled to get through. HC is liaising with the Phone Company and BT to try resolve these known issues.

The meeting then broadened out into a general discussion around the service levels provide as a whole by Park Lane surgery. BH was forthright in her praise for the surgery, but this was countered by concerns raised by NS that since Covid the overall level of service provided to patients had deteriorated. Both BC and VB backed up this stance but the overall consensus was of a good continuing service provided, particularly by the doctors, who are still operating under somewhat challenging ongoing conditions.

6. Drop kerb outside Surgery.

HC noted that as the drop kerb was less than 2 inches, this issue would not be followed up further.

.7. PPG Membership

NT raised the issue again of looking to widen PPG membership, particularly as this has fallen with current meetings taking place remotely via Zoom.

HC confirmed that she will look into ways of promoting this further, but noted word-of-mouth is always a good mechanism to get new participants.

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	<u>8.AOB - Other Items</u> Finally, NT noted and welcomed the return of Jemma Stripling back to the practice after maternity leave.
	9.Next Meeting – Tuesday 28th February 2023. Note – This is a placeholder meeting date subject to change nearer the time.