

Park Lane Surgery

Patient Participation Group

**Minutes from the PPG meeting dated
23rd September 2025**

Venue **Park Lane Surgery**

Meeting Time: Start: 6.05pm

Finish: 7.05pm

Attendees

- Helen Conaghan (HC)
- Tracey Moore (TM)
- Richard Brims - Chair (RB)
- Sue Camfield-Brims – Secretary (SCB)
- Maureen Coleman (MC)
- Emily Michaelides (EM)
- Sarah Wingrove (SW)
- Keri Highfield (KH)
- Jan Taylor (JT)
- Mike Taylor (MT)
- Jane Grayling (JG)

Apologies for absence received from

- Bette Hindmarch
- Catherine MacLeod
- Neville Townsend

Agenda

1. Matters arising from previous meeting
2. Practice Manager Issues – System Updates
3. Practice Manager Issues – Staffing Updates
4. Practice Manager Issues – Premises Updates
5. Practice Manager Issues - PCN Updates
6. Written complaints received by the Surgery
7. Any Other Business
8. Date of next meeting

Minutes

1. Matters Arising

RB opened the meeting and thanked everyone for attending and welcomed MC to her first PPG meeting.

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

RB asked if there were any comments from the previous May Minutes and pointed out that there had been some amendments to these. No issues were raised so these were passed as read.

Practice Manager Issues Points

HC provided the meeting updates here.

2. System Updates

AccuRx Scribe - Is an AI-powered medical scribe developed by Accurx, which uses technology to listen to and transcribe patient consultations in real-time, creating structured medical notes, summaries, and letters automatically. Its goal is to reduce administrative tasks for clinicians, allowing them to focus more on patient conversations.

HC noted that this has been trialed in other practices and had proved very successful and should reduce the admin burden. The Doctor will however review and update the patient record accordingly.

HC explained that from the 1st October all surgeries nationwide would be required to move over to Total Triage. TM went on to explain how this will work and what it means for patients.

From this date, there will be no cut off for patients needing to contact the surgery. This can now be done at any time of the day alleviating the need for the 8am morning rush. A clinician will triage the days requests from patients. The clinician will determine which course of action will be required e.g. urgent appointment whether face to face, telephone or passed to another member of the team, namely nurse, physiotherapist etc. There will be 3 Care Navigators working alongside the clinician who will typically inform the patient on the same day of what action needs to be taken.

3. Staffing Updates

HC pointed out that the funding from the ICB in respect of the Winter Pressure money has now been stopped.

The following staff have now been employed by the Surgery -

Paula Vernazza (Paramedic) – Starting on 6th October 2025 – Triage & minor illness.

Yvonne Whyte (Matron) – Will help with triaging and will also visit patients in their homes where necessary.

4. Premises Updates

HC said that she has requested funding from the ICB to turn the old secretary's office into a consultation room. HC said she is still waiting for a response from the ICB.

The surgery is also looking to update the reception desk as it is too high for wheelchair users, and they have to use the desk section in the lobby to speak to a receptionist which is unsuitable as it doesn't offer the patient any privacy.

5. PCN Updates

The Primary Care Network (PCN) which consists of Park Lane Surgery, The Limes Surgery, Amwell Surgery & Hailey View Surgery has the following staff working across the four practices: -

X4 Pharmacists who work in each surgery four mornings per week, who are: Caoimhe McCauley, Abbas Serdarogullari, Shahd Al-Hassani and Ife Adeniregun.

X5 Social Prescribers working for all four surgeries, who are: Clare Smith, Michelle Waller, Tina Salvatore, Hayley Munt and Gary Parkes.

X2 Physiotherapists, who are:
Salman Syed and Masie Stevenson (Lisa Tasker has recently left).

X1 Counsellor – Neil Drew, who also holds a clinic on a Monday & Tuesday evenings.

X1 Health & Wellbeing Coach (From Hertfordshire County Council). Andy works at Park Lane Surgery every Wednesday afternoon.

X1 Respiratory Nurse – (Spirometry & flu & Covid vaccinations for housebound patients), who is Linda Brown.

X2 Mental Health Nurses, who are Gussie and Mandi. Gussie works four days per week and spends one day in each of the four surgeries. She is based at Park Lane Surgery on Thursday. Mandi works two days, Mondays & Tuesdays and is based at The Limes Surgery.

The HUB. This is where the PCN runs an extended access service. The service has been set up to offer additional appointments for all four surgeries. The HUB is run on Saturdays from Amwell surgery.

There are the following appointments/staff:

x1 G.P
x1 Nurse clinic for smears
x1 Nurse clinic for diabetic patients
x1 Nurse – LARC Clinic (Coil Fittings & removals)
x1 Nurse – Ear Micro-suction Clinic
x1 Health Care Assistant – Dressings, BP, Height/Weight etc.
(Note – not all nurse clinics are run every Saturday)

6. Written complaints received by the Surgery

Month	Subject Area
1	Jan-25
	Appointment Availability/Length
1	Feb-25
	Waiting Time for an Appointment
1	Mar-25
	Appointment (Obtaining inc 0844 numbers)
2	Mar-25
	Other
3	Mar-25
	Charging/ Costs
4	Mar-25
	Other
5	Mar-25
	Staff Attitude/Behaviour/Values

Total Complaints
Jan 2025 = 1
Feb 2025 = 1
March 25 = 5
April 25 = 2
May 2025 = 0
June 2025 = 4
July 2025 = 5
August 2025 = 4
Sept 2025 = 3

1	Apr-25	Refusal to Allow Access to Records
2	Apr-25	Appointment Availability/Length

1	Jun-25	Appointment Availability/Length
2	Jun-25	Care Planning
3	Jun-25	Communications
4	Jun-25	Appointment Availability/Length

1	Jul-25	Communications
2	Jul-25	Communications
3	Jul-25	Appointment Availability/Length
4	Jul-25	Care Planning
5	Jul-25	Communications

1	Aug-25	Care Planning
2	Aug-25	Care Planning
3	Aug-25	Waiting Time for an Appointment
4	Aug-25	Prescription Issues

1	Sep-25	Follow-up Care
2	Sep-25	Follow-up Care
3	Sep-25	Communications

7. Any Other Business

TM explained that for those patients that received an annual review of their medication, this would now be done in their birth month. However due to the complex nature of switching everyone over, it is anticipated that this will probably take up to 2 years to implement.

A group discussion took place regarding the implementation of the new Jess's Rule whereby in order to protect a patient if a patient contacts a clinician on 3 occasions presenting the same symptoms then that patient will have to be referred to another clinician for a second opinion.

Dr Khaira was looking into this matter for the surgery as he had received a message from the ICB regarding this matter.

RB asked HC if she had heard anything from the CQC regarding a follow up inspection but the CQC had advised her that due to staffing shortages this should now be somewhere around the turn of the year.

The meeting finished at 7.05pm

8. Date of next meeting

Tuesday 27th January 2026 at 6pm