

Park Lane Surgery

Patient Participation Group

Minutes from the PPG Meeting Dated 27th January 2026

Venue	Park Lane Surgery
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Meeting Time: Start: 6.15pm

Finish: 7.12pm

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)
- Neville Townsend (NT)
- Bette Hindmarch (BH)
- Brenda Campfield (BC)
- Jean Ballard (JB)
- Marjie Petrie (MP)
- Dipa Mistry (DM)
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Apologies for absence received from

- Catherine MacLeod
- Jan Phillips

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 three new members to their 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 September Minutes and as no issues arose these were passed as read.

Practice Manager Issues Points

HC provided the meeting updates here.

2. System Updates

Clinical triage update – the current patient demand is much higher than the appointment availability. The clinician triaging determines if the patient should be given an appointment at the surgery or is signposted to another care provider, i.e. Pharmacy, Urgent Care or A&E. Patient safety will always be the priority. HC confirmed that the current triage system continues to be a challenge for the surgery and often the number of available appointments is exceeded by demand.

MT raised the question as to how long the surgery has to respond to a request from a triaged patient as this was originally thought to be on the same day as the request. However, HC confirmed that they had up until to 24 hours from receipt to respond.

3. Staffing Updates

HC said that a new Doctor by the name of Dr Tim Forester will be joining the Practice in February working Mondays, Wednesdays and Fridays. It was also hoped to recruit a further GP in due course.

HC noted that although they would welcome more partners into the Practice it was difficult to attract partners as most doctors now preferred to be salaried. The partners were currently tasked with reviewing test results as and when they are received and working weekends to meet demand.

4. Premises Updates

The new clinical room is nearly completed. This room is the previous secretary's office. The secretaries are now based in the main office. This room was needed as we are short on clinical rooms.

The room in the lobby that had previously been used by the Phlebotomist is now an isolation room. Room 1 is now used by the Phlebotomist who comes into the surgery on Friday mornings to take blood samples.

The lobby and part of the waiting room have been recently decorated.

Unfortunately, the wall by the front door has been hit again by a car, causing damage. This has happened a few times and the practice is considering removing the wall.

5. PCN Updates

Mandi, Mental Health Nurse has left and the PCN and they are trying to recruit another Mental Health Nurse; however, the PCN still has Gussie Mental Nurse, who works at Park Lane Surgery on a Thursday. Unfortunately, Gussie has been unwell and has not been at work for a few weeks,

Caoimhe McCauley, Lead Pharmacist is currently on maternity leave and Arti Shah, Pharmacist is covering.

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

X4 Pharmacists who work in each surgery four mornings per week, who are:
Arti Shah, 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

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

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.

X1 Mental Health Nurses, who is Gussie. 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.

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 the Amwell surgery.

There are for the following appointments/staff:

x1 G.P

x1 Nurse clinic for smears

	Month	Subject Area
1	Jan-25	Appointment Availability/Length

1	Feb-25	Waiting Time for an Appointment
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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

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

x1 Nurse clinic for diabetic patients

x1 Nurse – LARC Clinic (Coil Fittings & removals)

x1 Nurse – Ear Micro-suction Clinic

x1 Health Care Assistant (HCA) – Dressings, diabetic foot checks, height, weight & BP's, B12 Injections.

(Note - Not all nurse clinics are every Saturday as it depends on the demand for these appointments and staff availability).

A discussion took place on vaccinations and HC pointed out new guidelines were coming into effect that before a Health Care Assistant (HCA) could administer a vaccination to a patient, authority had to now be obtained from a prescriber. NHS England would rather vaccinations were not carried out in GP practices, but this would greatly affect funding for practices.

HC informed that it was considered the intention of NHS England over the next 10 years was to transition over to larger 'Neighbourhood Health Centres' which could see 20 practices merged into one large building.

The Practice are now currently trialing free A1 technology that may ultimately benefit the surgery, but this all comes at a cost.

6. Written complaints received 2025

1	Oct-25	Follow-up Care
2	Oct-25	Follow-up Care
3	Oct-25	Communications
4	Oct-25	Waiting Time for an Appointment
5	Oct-25	Other
6	Oct-25	Other

1	Nov-25	Communications
2	Nov-25	Other

1	Dec-25	Other
2	Dec-25	Other

Complaint Numbers Per Month	
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
Oct 2025 =	6
Nov 2025 =	2
Dec 2025 =	2

A group discussion took place on this subject, and the group considered the current number of formal written complaints to be low overall. Although HC noted that these are taken seriously, researched and responded to in due course.

7. Any Other Business

A discussion took place on the last October 2023 CQC Report.

MC suggested that it might be useful to demonstrate on the Practice's website that positive steps are being taken to act on the issues raised in the last report. The use of headers on the website would be a clear way of making this stand out. HC thought this was a very good idea and was grateful for the suggestion.

HC and TM both confirmed that the practice would welcome a new CQC inspection but as of yet they had been unable to obtain a new date for one in order that the report could be reviewed and updated.

HC is in the process of preparing a Patient Newsletter which will include bullet points to show they are addressing the CQC issues.

MP asked if there was any chance that the Practice might give some thought to having a Dermatologist coming in say once a month. HC said that she would look into it with the PCN.

Finally, RB noted that he had received a very nice message from JP who is currently going through a very difficult period in her health. JP wanted to express her gratitude for the quality of care and support she has received from Park Lane and mentioned Dr Hawkes in particular.

The meeting finished at 7.12pm

8. Date of next meeting

Tuesday 12th May 2026 at 6pm