

**Patient Participation Group
Park Lane Surgery**

**Minutes from the PPG Meeting Dated
12TH May 2026**

Venue **Park Lane Surgery**

Meeting Time: Start: 6.04pm

Finish: 6.55pm

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)
- Bette Hindmarch (BH)
- Brenda Campfield (BC)
- Marjie Petre ((MP)

Apologies for absence received from

Jane Grayling
Neville Townsend
Dipa Mistry

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. PPG Actions
8. Any Other Business
9. 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 asked if there were any comments from the previous January 2026 Minutes and as no issues arose these were passed as read.

Practice Manager Issues Points

HC provided the meeting updates here.

HC reported that on Wednesday 6th May the practice had a CQC inspection.

On 6th May 2026, CQC visited the surgery to carry out an inspection. HC was both hopeful and optimistic of a good outcome.

A recruitment drive will take place in order to target more working age patients and parents in order to try to make the PPG more of a diverse group.

2. System Updates

Clinical Triage update – HC commented that the patient demand is much higher than the appointment availability. For example, last Monday at 10.15am the Practice received over 100 requests from patients. Every patient request has to be looked into by the clinician, which involves looking into their medical records and determining what medication they are on. The clinician triaging then 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. It is a government ruling that all lines of communication have to remain open between the hours of 8am – 6.30pm.

With regard to test results, whereby before these were looked at by the partners, these results are now shared out between the doctors that are available on the day.

3. Staffing Updates

HC informed everyone that Dr Wood had retired at the end of March. As a thank you for his dedication and service both to his patients and the surgery over the last 30 years, a meal out was arranged for him and the rest of the staff at Park Lane, which was enjoyed by all. The Group concluded that he would be greatly missed and wished him the best for his well-earned retirement.

HC further commented that in line with legal obligations when a partner leaves a Practice it has to be shown on the website and as such this was stated on the Park Lane website as well as being advised by a poster in the surgery.

A new doctor had now been recruited namely Dr William Down who will be starting with us on 3rd June 2026. He will be working on Wednesdays, Thursdays & Fridays.

HC informed the Group that Gemma Dowling and Emily Acayen had now swapped roles. GD is now in charge of Infection Control and EA is now the Lead Nurse.

4. Premises Updates

It was pointed out by the recent CQC visit that better use could be made of the space provided in the children's play area. HC asked the PPG if they had any thoughts on what toys would be suitable for this end. Any equipment had to comply with the Infectious Control Policy also bearing in mind that these would have to be wiped down on a regular basis. A few ideas were put forward by the group, including small children's tables and chairs to occupy the space and attract younger visitors.

HC said she would look into this.

The new clinical room is now complete. This room is the previous secretary's office. The secretaries are now based in the main office. This room will be a great addition to the surgery as it enables us to see additional patients.

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 for 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 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 (HCA) – Dressings, diabetic foot checks, height, weight & BP's, B12 Injections. (Not all nurse clinics are every Saturday as it depends on the demand for these appointments and staff availability).

6. Complaints received from 01.01.2026 to 30.04.2026

	Month	Subject Area	Complaint Upheld
1	Jan-26	Clinical Treatment (inc Errors)	No
2	Jan-26	Appointment (Obtaining inc 0844 Numbers)	No
3	Jan-26	Refusal to refer	No
4	Jan-26	Clinical Treatment (inc Errors)	No
5	Feb-26	Prescription Issues	No
6	Feb-26		No
7	Mar-26	Appointment (Obtaining inc 0844 Numbers)	No
8	Mar-26	Clinical Treatment (inc Errors)	No
9	April-26	Other	No
10	April-26	Appointment Availability/Length	No
11	April-26	Prescription Issues	Yes

Complaint Numbers Per Month

Jan 2026 =	4
Feb 2026 =	2
March 2026 =	2
April 2026 =	3

7. PPG Actions

None advised.

8. Any Other Business

None advised.

9.Date of next meeting

Tuesday 8th September at 6.00pm