

**Patient Participation Group
Park Lane Surgery**

**Minutes from the PPG Meeting Dated
Tuesday 8th September 2026**

Venue	Park Lane Surgery
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Meeting Time: Start: 6.05 pm.

Finish: 7.15 pm

Attendees

- Helen Conaghan (HC)
- Tracey Moore (TM)
- Richard Brims - Chair (RB)
- Sue Camfield-Brims – Secretary (SCB)
- Emily Michaelides (EM)
- Sarah Wingrove (SW)
- Keri Highfield (KH)
- Jan Taylor (JT)
- Mike Taylor (MT)
- Brenda Campfield (BC)
- Dee Mistry (DM)
- Neville Townsend (NT)
- Jan Phillips (JP)
- Brenda Campfield (BC)

Apologies for absence received from

Maureen Coleman

Agenda

1. Welcome from the Chair
2. Introductions
3. Apologies for absence
4. Declarations of interest and confidentiality
5. Minutes and matters arising from the previous meeting
6. Practice Manager Update
 - Practice/System updates
 - Staffing updates
 - Premises update
 - Primary Care Network (PCN) updates
7. PPG Actions
8. Any Other Business
9. Date of next meeting

Minutes

1. Welcome from the Chair

RB opened the meeting and thanked everyone for attending.

2. Introductions

RB reminded everyone that the purpose of the PPG was to work collaboratively with the Practice to support service development and represent the wider patient population. The meeting forum is not intended to discuss individual clinical matters or personal complaints.

3. Apologies for absence

Maureen Coleman

4. Declarations of interest and confidentiality

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

5. Minutes and matters arising

RB asked if there were any comments from the previous May 2026 Minutes and as no issues arose these were passed as read.

6. Practice Manager Update

HC updated the meeting on the latest CQC inspection which was carried out in May earlier this year. However, to date CQC has not reported back or published their findings.

Complaints received from 01.05.2026 to 31.08.2026

	Month	Subject Area	Complaint Upheld
1	May-26	Prescription issues	No
2	May-26	Other	No
3	June-26	Other	No
4	June-26	Other	No
5	June-26	Prescription Issues	No
6	June-26	Prescription issues	No
7	June-26	Communications	Partially
8	July-26	Communications	Yes
9	July-26	Communications	No
10	July-26	Appointment (Obtaining inc 0844 numbers)	Partially
11	July-26	Prescription Issues	No
12	July-26	Other	No
13	Aug-26	Delay in Failure to Refer	Yes
14	Aug-26	Confidentiality (Breach etc.)	Yes
15	Aug-26	Other	No

Complaint Numbers Per Month

May 2026 =	2
June 2026 =	5
July 2026 =	5
August 2026 =	3

Practice /System Updates

The triage system is generally working well but the surgery is always looking into ways this could be improved. The Summer months normally tend to be a bit quieter, but this year there had been no let up. HC advised that Matron Yvonne White can now see patients with a minor illness.

Triaging is open from the hours of 8am-6.30pm. Patients have to be seen within a certain timeframe. For those cases that are not so urgent it is generally 5-10 days. Once the system has reached full capacity patients then have to be signposted elsewhere.

HC mentioned that more and more GP referrals to hospitals are now being rejected by the hospital because of the huge pressure hospitals are under. This is also having a huge impact on the Practice to follow up and monitor these.

HC also advised that a large amount of GPs time is taken up with prescriptions and reviewing blood test results.

Staffing Updates

HC informed the meeting that Dr Hawkes was going on maternity leave for 12-months from next Thursday. A replacement GP has been employed to cover for 12 months.

Additionally, HC advised that Dr Birdi, who has been working at the Practice for the last two years as a locum, will be conducting 3-sessions per week, going forward.

RB raised the question that potentially one third of the doctors could be newly qualified. HC advised that the surgery was very happy with how Dr Down had settled in and confirmed that the process to attract and employ experienced doctors continues to be a challenging one.

It was also hoped to employ a new Health Care Assistance who would probably be employed on a part-time basis.

The Practice had now employed two new receptionists, namely Rosie and Luke (formerly of Laxtons Pharmacy). Luke will also be looking at patients' repeat prescriptions in order to align to medication dates where possible.

Premises Updates

In view of the extreme heat this Summer HC looked at quotes for air conditioning to be installed in the premises but would be too expensive. Consideration was now being given to portable units possibly in the waiting room and a few other rooms.

HC advised that the front wall had now been knocked down again and asked the meeting if anyone knew of a bricklayer. However, in view of the number of times this has now been driven into, HC was now giving thought to putting something else there in order to prevent this happening again.

PCN Updates

Primary Care Network (PCN) clinics are still running on Saturdays.

7. PPG Actions

A question was raised as to whether there would be a Christmas Raffle this year in the hope of raising donation money for the Practice. Ideas were put forward as to how this could be done in view of the fact that people may no longer carry or use cash. If this could get permission HC was hopeful that any money raised could possibly go towards the cost of future air conditioning units.

HC promised to look into the feasibility of patients being able to use their cards to pay into the Practices Bank Account. This would have to clearly show that the payment was for PPG donation purposes only. HC was going to look into the legality of this to ensure that this was completely above board before proceeding. If it is possible to proceed with the raffle, MT, JT, and EM expressed an interest in being involved. RB offered to audit the donations received to ensure transparency and accuracy.

[Post Meeting Note – HC confirmed that after speaking to the Practices Accountant the Christmas Raffle can now proceed].

8. Any Other Business

A discussion took place with regard to this year's flu/Covid jabs. It was pointed out that the text message being sent out to all patients was only showing dates available for appointments on two Saturdays in October. HC was not aware of this as there should be appointments for weekday clinics and would ensure that a new text message would be sent out soon to advise that alternative dates are also available for those patients seeking the jabs.

[Post Meeting Note – HC confirmed that additional weekday clinics were now available and a new text message will be sent out soon to patients, detailing additional weekday clinic availability for the jabs].

9. Date of next Meeting

Tuesday 1st December 2026