

PARKLANDS PATIENT FORUM

Minutes of Meeting

Wednesday, 5th March 2025

Chair: Alison Collier

Present: Simon Baylis, Karen Martin, Michael Pipe, Susan Twitchings, Peter Wright, Elaine Yates, Dr Shad (GP Partner), Mandy Hack (Practice Manager)

Apologies: Ray Wood

1. Welcome and Apologies

The meeting was opened by the Chair with a warm welcome to all attendees. Apologies were noted from Ray Wood.

2. Approval of Previous Minutes

The minutes from the previous meeting were reviewed and approved.

3. Matters Arising

There were no significant matters arising beyond items scheduled for discussion in the agenda.

4. Tribute to Dr. Anne Duncan

The forum observed a moment of remembrance for Dr. Anne Duncan (RIP 26th February 2025).

It was proposed and agreed to place a memorial plaque in her honour. Mandy will explore options and update the group at the next meeting.

5. Staffing Updates

- **New GPs:** Dr Pattar and Dr Mistry are settling in well. Their addition has allowed for increased appointment availability and reduced pressure on the clinical team, as well as reception.
- **ARRS Role:** A new PCN-funded ARRS (Additional Roles Reimbursement Scheme) GP, will begin mid-March, offering 4 sessions weekly.

- **Nursing Team:** New nurses Leighanne and Chelsea are settling in. More diabetic review appointments are now available with Leighanne.
 - **ANP Qualification:** Chelsea W has completed her Advanced Nurse Practitioner qualification and is now independently prescribing and managing minor illness clinics.
 - **Reception:** New receptionist Lynn has integrated well and received positive patient feedback.
 - **Secretarial Support:** A new secretary, Louise, will join the team at the end of March.
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6. Anima Health Platform & Appointments

- Forum discussed the Anima online platform. Members interested in forming a tech group to help other patients will be considered.
 - Appointment availability has improved with additional GP support. The system will remain unchanged for now, with reduced patient complaints and improved staff morale.
 - New NHS GP contract due in April; the practice will review changes alongside the PCN.
 - “Sit and wait” clinics with Dr Biswas and Dr Shamim are running at 3pm for urgent same-day needs. Feedback has been positive, although demand for these appointments varies daily.
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7. PCN Hub Clinics

Patients continue to benefit from services including GP, Nurse Practitioner, social prescribing, frailty clinic, discharge and safeguarding coordinators, Talking Therapies, paediatric and physiotherapy—all accessible to Parklands patients.

8. Training Practice

The practice has not yet been allocated a second registrar, however, this is not unusual at this stage. Dr Shamim is attending relevant training events.

9. Local Patient Engagement Group (LPEG)

Simon updated the group on LPEG activities, which support shared learning and collaboration among PPGs across Northamptonshire, with a focus on community-integrated care.

10. DNA (Did Not Attend) Rates

338 appointments were missed in the last quarter.

- “Sit and wait” clinics and limiting booking to 2 weeks in advance are helping reduce DNAs.
 - Mandy to explore whether patients can be prompted via SMS with a cancellation option to improve response and attendance.
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11. Compliments, Comments, and Complaints

- No specific trends noted. One clinical written complaint this quarter.
 - The group proposed setting up patient engagement sessions in the waiting room and collecting feedback via questionnaires for review and discussion.
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12. Any Other Business

- **Check-in System:** The new touch-screen and QR-code check-in system is working well, especially for wheelchair users and those seeking greater privacy.
 - **Spring COVID Boosters:** Available for patients aged 75+ and those at risk, running until mid-June. Delivered in-house with vaccines collected from the PCN Hub.
 - **Hospital Merger Update:** Simon reported that Kettering General Hospital is merging with Northampton and Leicester hospitals under one Chief Executive. A unified IT and appointment system will be implemented.
 - **Phlebotomy Services:** Noted long wait times (up to 6 weeks) at Nene Park and closures at Isebrook. Mandy shared that the PCN is reviewing local solutions to support patients.
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13. Date of Next Meeting

Wednesday, 4th June 2025, 6pm at Parklands Surgery