

PARKLANDS PATIENT FORUM

Minutes of Meeting

Wednesday, 4th June 2025

Present: Alison Collier (Chair), Karen Martin, Michael Pipe, Susan Twitchings, Peter Wright, Linda Pibworth, Ray Wood, Mandy Hack (for Parklands Surgery)

Approval of Minutes from Last Meeting:

The minutes from the previous meeting were approved without amendments.

Matters Arising from the Minutes:

No outstanding matters were raised from the previous minutes.

GP Attendance – Future Meeting Dates:

Mandy conveyed the partners' apologies for not being able to attend the meeting. It was noted that the partners have agreed to rotate attendance at the meetings, with one partner attending each time. As their working days vary, this may require future meetings to be scheduled on different days of the week. Mandy suggested that the forum consider this option and carry it forward to the next meeting, where new dates could be set.

Tribute to Dr Duncan:

The forum discussed options for a tribute to Dr Duncan, with a bench being proposed. It was suggested that the bench be placed near the front door of the building, allowing patients to sit while waiting for prescriptions or after appointments, providing a space for reflection.

Staffing Updates:

- **Dr Mistry:** Now holding coil and implant removal and fitting clinics, which are going well.
- **Nurse Laura:** Recently passed her spirometry training, completed minor illness training, and is currently undertaking a prescribing qualification. This will help with winter pressures as she can treat chest infections and manage chronic diseases.
- A new receptionist, **Charlotte**, has started this week.
- **Additional Roles Reimbursement Scheme (ARRS) GP – Dr Adelekan:** Currently undergoing induction, with clinics starting on Tuesday and Wednesday from 10th June.

Training Practice Update:

A second registrar, **Dr Cabdisalaam**, is now in place and working on Monday, Tuesday, and Friday.

PCN Updates & Hub Clinics:

- **Clinical Director Update:** Dr Kelly has retired, and Dr English is the new Director.
- **Services:** Ear micro-suction is being carried out, and there are ongoing discussions about introducing spirometry clinics.

- **Anima Update:** Discussions are ongoing to make the Anima system more user-friendly.

LPEG (Local Patient Engagement Group) Updates:

No updates. This item will be carried forward to the next meeting.

Forum Members' Roles & Projects:

The forum agreed to set dates for coming into the waiting room and conducting a questionnaire with patients. The group was asked to think of any specific questions they'd like to ask patients.

There was also a proposal for forum members to attend the Saturday flu clinic to speak with patients.

It was suggested that badges be created for forum members, so patients can easily identify them.

DNA (Did Not Attend) Figures & Strategies:

The group discussed the potential benefit of breaking down the DNA figures on a weekly basis to better understand trends and issues.

Compliments, Comments & Complaints:

- **Compliments:** Positive feedback was received regarding the new salaried GPs and Dr Adelekan.
- **Complaints:** No common theme or significant complaints were raised.

Any Other Business:

- **Sick Notes for Children:** The surgery clarified that it does not provide sickness certificates for school children, including during exam periods. As confirmed by the British Medical Association (BMA) and the Joint Council for Qualifications (JCQ), GPs are not required to issue medical notes for missed exams. Schools can support applications for special consideration without the need for medical proof.
- **Cancer Support Group:** The Care Coordinator has visited Northampton General Hospital cancer care unit and attended training sessions to support the establishment of a cancer support group.
- **Q&A with Reception Supervisor:** The group discussed the idea of holding a Q&A session with the reception supervisor to enhance communication and transparency with patients. Mandy will discuss and invite to a future meeting.
- **Patient Information in Waiting Room:** The forum suggested providing information in the waiting room on the various ways patients can contact the surgery (walk-in, phone, hub, Anima, website), and also a display showing the healthcare professionals available (GP, nurse practitioner, etc.).

Date of Next Meeting: 15th September 2025, 6pm, Parklands Surgery