

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 8th October 2025

The meeting opened at 19.00 in person at Park Farm Medical Centre plus on Microsoft Teams where preferred.

Attendees: Dr Niall McKay, Roger Haylett, Val Haylett, Simon Jones, Andy Ronaldson, Eileen Pettitt, Ian Pettit, Nigel Aspdin, Rachel Glenn, Vanda Vickers, Richard Smith, Raj Jogia, Sue Ekins, Baldev Anand, Madhu Anand, Lin Morris, Glenda Youde, Sue O'Key

Val Haylett (Chair) welcomed everyone to the meeting.

Apologies:
Linda O'Neill

The minutes of the previous meeting Wednesday 9th July 2025 were agreed.

Matters Arising & Actions from the last meeting-
None

Speaker
Dr Niall McKay, Retiring Senior Partner

Dr McKay is retiring at the end of next month but happily he will be reemployed to cover sickness, holidays or in times of pressure, mentoring, appraising etc. This will be for a minimum of 30 days over the year. Dr McKay will also attend courses, meetings and so on. This all validates his professional GP status. His replacement will be Dr Ulla who starts next week starting as a Salaried GP before taking over Dr McKay's Partner position. Dr Ulla comes highly recommended and will be a huge asset to the Practice. We are also welcoming Dr Potluri and Dr Ahluwalia as Partners - they are the life partners of 2 of our existing GPs so this provides a very valuable service to the Practice adding to our healthy and functional team.

Dr McKay outlined the role of Partners vs Salaried GPs e.g. personal liabilities of finances etc. GP Practices not allowed to run at a deficit. From December there will be 2 salaried GPs and 7 Partners. This is a very healthy balance and gives more stability.

The Government announced a new NHS online appointment booking system to take effect from October 1st. This had not been put in place with GP Practices. There are a lot of strategic and operational matters to be sorted before this can happen including the BMA signing off on the contract.

Local MP Jonathan Davies is to meet with Simon to discuss the Government's optimistic implementation date.

For the last 10 years the Practice has been working hard to streamline the appointment system. There are simply not enough appointments. A new system will change making it more efficient

We've been working on implementing Rapid Health – a well-regarded software package that patients access online to make appointments. The AI software asks for relevant information so the patient is given an appointment with the appropriate health care professional. Test results – with any follow up instructions will also be available.

Rapid Health does not retain any personal information. The reason for your visit will be sent to the GP, or person you have an appointment with, to help them know about your problem. Everything is totally confidential. It is well tested, efficient and totally safe.

Hopefully this will end the 8am phone call rush, Rapid Health can be accessed during the working day. Reminders will also be sent out about future appointments, this should help to stop missed appointments.

Simon has led work on this for over a year – lots of staff training etc. Our Practice current implementation date for Rapid Health is 11th November.

Val, through meetings with the PCN, Primary Care Network PPG Group, is quite knowledgeable about Rapid Health and is to meet shortly with PPG Chairs from Practices who have recently implemented Rapid Health to see how they feel it is working and to find out any possible problems from the patient point of view

Volunteer PPG members may be asked to help patients use/test systems in both the surgery waiting rooms on that date, possibly for a week, – with full explicit signed consent regarding confidentiality etc.

Simon will be sending text messages to all patients requesting their email addresses to enable them to use Rapid Health when it comes online.

The NHS app will hopefully integrate with Rapid Health in the future, and possibly System Online prescription request service.

A PPG member noted 2 local practices already use Rapid health and it looks complex. Simon said both are bigger practices than ours and he plans to visit shortly to learn from any teething problems etc. All 10 Greater Derby PCN practices are working together collaboratively. Simon suggested the average time for completing the Rapid Health triage online is 10 minutes

The appointment availability burden – ensuring those with urgent needs are being seen hangs heavy on all staff shoulders.

A PPG member commented on the need for health & wellbeing of staff – stress/load etc. needs addressing.

Dr McKay acknowledged that the job entails hard long hours and an intensive workload but GPs are well rewarded. He is very proud of the team.

NHS 10 Year Plan – Neighbourhood Health, Team Up Care – joining up health care provision. This is a long aspirational document without structure and no time span or strategic management. It is complicated and currently gives no indication of 'How To' drive/implement innovation, integration and progress.

Derby had produced a wonderful Team Up plan, but currently there is no implementation system in place.

NOTE – if anyone would like to see the PPG minutes from the Team Up talk please let Val know, email address is below.

Simon Jones, Practice Manager - Update

Staff update: as per Dr McKay's information plus the Practice has 2 new receptionists.

Flu & Covid jabs are currently available.

Covid jabs are offered this year to adults over 75 years of age, Residents in Care Homes and individuals who are immunosuppressed aged 6 months and over.

Q&A

Do you need a Covid jab if you'd had Covid?

Dr McKay - Yes. Everyone can expect to get Covid once or twice a year.

The jab stops it being so severe you end up in hospital and possibly die. It also means you do not infect others.

Dr McKay thanked the PPG for their support to the practice. He has enjoyed the PPG input; they have added valuable contributions to the Practice.

The PPG thanked Dr McKay for all his hard work and for his talks and enthusiasm.

Val Haylett, Chair – PPG / Derby Primary Care Network Update

Val is due to meet with the PCN PPG Group in early November re Rapid Health feedback.

Val is now joint chair of the University Hospitals of Derby and Burton Patient Experiences PPG Group - Congratulations!

Any questions, queries, can be emailed to Val val.haylett@nhs.net

Meeting closed 8.04pm

Next meeting

Wednesday 14th January at 7pm

In person in the meeting room at Park Farm Surgery plus available on Teams.

This will be a meeting for feedback from the Practice and PPG Group re Rapid Health implementation.