

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 14th January 2026

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

Attendees: Roger Haylett, Val Haylett, Simon Jones, Vanda Vickers, Geraldine Walker, Raj Jogia

Val Haylett (Chair) welcomed everyone to the meeting.
Welcome Geraldine who is new to the area and our PPG.

Apologies:

Baldev Anand, Madhu Anand, Glenda Youde, Nigel Aspden, Margot Keats, Bill Keats

The minutes of the previous meeting Wednesday 8th October 2025 were agreed.

Matters Arising & Actions from the last meeting-

- Regarding Simon's post in response to the Government's optimistic statement that all GP Practices would be running software to enable patients to make online appointments by 1st October 2025.
Simon rightly pointed out that this date was optimistic given the lack of direction given by the Government. Patients were given false promises. Simon and the Team had been working on implementing Rapid Health – a well-regarded software package so that patients access online to make appointments – for over a year with an implementation date of mid November 2025.
Simon was instructed to take down the post by the ICB (Integrated Care Board).
Following this local MP Jonathan Davies met with Dr McKay and Simon and Val where they discussed the true state of affairs. The matter is now closed.

Simon Jones, Practice Manager – Update

We have frequent changes of Doctors because we are a training practice.
2 trainees at present, Dr Syed Rizvi & Dr Adams Adejo – Qualified GPs who train in special interests whilst with us. Dr Hama Agha has just left us.

Dr McKay has retired but still works as a retained GP.

Dr Caroline Boshell is now Senior Partner.

We now have 7 partners in total including 2 new partners Dr Ruchi Ahluwalia & Dr Siri Potluri.

1 salaried GP Dr Atta Ullah – who has good feedback.

All our GPs have specialisms.

Nursing team is stable.

Admin & Reception are stable teams, Ellie & Natalie are newish but now well established, and Chloe is working very effectively in prescribing administration.

- Premises – Our Vernon Street Surgery is opposite the Vernon Street Medical Centre, who are extending their premises - building additional space / places and parking.
- Park Lane Surgery has closed its Practice List at the moment and is not accepting new patients at this moment in time. In addition, a practice in Oakwood has closed, placing additional strain on the surround areas.
- The Practice Website is being revised, to include more information about staff and adding photos.

Rapid Health Booking System

This went live on 25th November.

All Derby City GP surgeries have (or will soon have) an online appointment system. The AI software on the booking form asks for relevant information so the patient is given an appointment with the appropriate health care professional.

All information / requests will be picked up on the day and processed as required.

Patients can go online where there are free text areas to type in what the problem is. The system will pinpoint the issue with further questions – you get a list of options. Patients need to ensure all stages are submitted to complete the process. If you skip any mandatory items, you will be asked at the end to go back and respond, so nothing is missed.

The system is safety conscious / cautious and it may suggest A&E, but you often have the option to provide further information if this is not relevant to your need. You can make an appointment with Clinicians e.g. GP, Physio etc. You may be offered the Walk-In centre if nothing is available at our surgery – but it would be a timed appointment.

Your request may result in no appointments available but the information still goes through to the practice the same day for action.

The system is monitored very frequently throughout the day by an experienced care navigator, in liaison with the duty GP.

So far we haven't had to send anyone away – all were offered something. Maybe not always exactly what the patient wanted e.g. specific GP request or don't want to go to the Walk-In centre for a GP appointment.

There maybe a reason why you would not want to use the system e.g. palliative care where the patient has very specific needs. Online is the preferred contact method but there is still the option to phone in & talk to a receptionist.

Monday morning calls have gone down significantly. The Monday 40 queue maximum was frequent, it is now in the mid 20s, although the length of the calls has increased.

Questions & Admin has free text areas where you can request information – not necessarily for booking appointments.

Prescriptions can be ordered via Rapid Health, but can still also be ordered online via the website.

If you wish you can do a 'dummy run' to practice using the booking system – at the end of the questionnaire press cancel - don't press submit.

There are some teething problems which are being addressed e.g. Vernon Street has an upstairs consultation room which may not be appropriate for patients being booked in automatically, even though they have mobility problems.

Q&A

Have the DNAs [did not attend] numbers changed since the online system was introduced, particularly if it gives an appointment over a week in advance?

No notable changes.

What happens following a DNA?

On the 1st occasion a letter is sent informing the appointment has been missed. 2nd occasion advised that may deducted from the Practice [taken off the list], on the 3rd time you will be deducted and should contact the Surgery.

PPG member had been told by a pharmacy that his meds were out of stock and he had to go back to the Practice for them to be re-prescribed. This was very inconvenient and frustrating.

Simon does get notifications of medications in short supply & advises clinicians to prescribe an alternative. Maybe there was shortage specific to that Pharmacy, another Pharmacy may have been able to fill the prescription.

PPG member received a text message from the Practice saying please contact reception and say 'task'

This is a prompt for a specific follow-up by a Practitioner e.g. result of blood test. If you receive this message you should ring up the surgery reception and not use the online form.

Who is eligible for prostate cancer scans?

If you have concerns you should ask on Rapid Health – responses may be initial PSA test or examination appointment.

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

Val is attending a meeting next week and will report back on Derby practices introducing the online booking system.

Any questions / queries for the PPG can be emailed to Val val.haylett@nhs.net

Meeting closed 8.05pm

Next meeting

Wednesday 22nd April at 7pm

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