

Park Farm Medical Centre and Vernon Street Surgery

PATIENT PARTICIPATION GROUP (PPG)

Minutes for Quarterly Meeting, Wednesday 15th July 2026

The meeting opened at 18.30 in person at Park Farm Medical Centre plus on Microsoft Teams where preferred.

Attendees: Dr Boshell, Roger Haylett, Val Haylett, Simon Jones, Eileen Pettitt, Ian Pettit, Nigel Aspdin, Vanda Vickers, Richard Smith, Raj Jogia, Sue Ekins, Madhu Anand, Dev Anand, Lin Morris, Glenda Youde, Rachel Owens-Jones, Derrin Olorunshola

Val Haylett (Chair) welcomed everyone to the meeting.

Apologies: Andy Ronaldson, Geraldine Walker, Linda O'Neill, Deborah Johnstone

The minutes of the previous meeting Wednesday 19th January 2026 were agreed.

Matters Arising & Actions from the last meeting: None

Speaker – Dr Caroline Boshell, Senior Partner of the Practice

Dr Boshell introduced herself. She has been with the Practice for 18yrs. She always wanted to be a GP, overcoming obstacles on the way to achieve her dream. Dr Boshell is now Senior Partner, being the youngest senior partner and first female partner the Practice has had. Her predecessors left big shoes to fill – all being strong supportive leaders. Dr McKay is enjoying retirement but still helps out. Dr Boshell likes meeting patients & following their journey, she specialises in end of life care and women's health.

There have been big changes since she took over the post –

- **Rapid Health appointment management system**, which was a Government mandate

The aim is to give equal access to everyone. There have been teething problems and lots of training for staff.

Some patients still ring up for appointments entailing reception staff going through the form with them. This is time consuming for both patients and staff and some patients are uncomfortable sharing personal details with reception staff.

Patients can use iPads which are available in the Practice.

Overall Rapid Health is going pretty well – some aspects of the system we would like to change e.g. patients don't know if they are given an appointment with male or female GP and we would like to assign GPs with particular specialisms which patients may need.

- **New logo** for the Practice. It spells out the Practice's Mission Statement, values in a circle – values we want to achieve within the practice – giving the acronym CIRCLE



- **New signage in the car park** to discourage unauthorised vehicles [including fast food delivery services] – the spaces are already tight, and unauthorised vehicles cause problems for Clinicians who need speedy access in and out.
- **Training to upskill our nurses.** It is anticipated 70/80% of Practice nurses are approaching retirement age in our area which will create a shortage crisis. However, we have a relatively young team – who have lots of experience, enthusiasm, and drive. They are a loyal team who are well supported. Ongoing training includes implants, coils and other women's services. There is a lot of 'cross training' so staff can carry out multiple roles when necessary.
- **Reception changes.** Amanda Thorp is now Operations Manager - we are in the process of training up senior receptionists George & Stacey, to become the Receptionist Team Leaders, the role Amanda has vacated.
- **Medicines Management Administrators** roles have been created and Chloe and Ellie follow a safe process, overseen by GPs, to efficiently expedite repeat medication ordering.
- **Whole team Practice meetings** are now held monthly for staff training and continual professional development. Everyone has a voice as a valued member.

It is 10 years since the last Care Quality Commission (CQC) inspection, and we are expecting one to happen soon. We are ready, and Dr Shaanjan Islam has taken on the Practice CQC lead role.

GPs will attend future PPG meetings in rotation.

We are a Training Practice and offer Trainee GPs, medical students, paramedics etc. good broad experiences of general practice.

We share good practice and get to know about new ideas/innovations from our students.

We began taking part in the Markeaton Park Run in June. All enjoyed the experience and being part of the community.

We would like to expand the membership/attendance of our PPG – it gives a valued effective and reasoned voice from patients. Future meeting formats were discussed including additional proactive sessions to be held on Saturday mornings. These would be subjects/topics suggested by patients and held at a time more inclusive e.g. to family or carer to enable attendance. We have had speakers at PPG meetings in the past but there was

never enough time to fully cover a topic. Formats were discussed, including combining a MacMillan Coffee morning at the session, as some other Practices have done. Considerations were made as to best way to invite a broad range of people e.g. Carers, those with diabetes, neurodiversity action groups and so on, perhaps Clinicians could pinpoint who to invite.

At this point in the meeting a member on Teams had difficulty attracting attention to ask a question. We could not see everyone on Teams on the screen, and they could not see or hear all members present. Simon will look into how to avoid this in future.

It was commented that the turnout very good tonight, it was very pleasing.

Q&A from members:

Any guidelines for how many patients a GP can see? – No.

Do hospitals work with GPs surgeries to ease patient number problems? – Not really. There is engagement from Secondary Care, but any changes take a long time and are beset with problems along the way.

Appointment/Clinician availability was discussed:
9 clinical rooms here at PFMC and 4 at Vernon St – we can't house any more clinicians within our clinical space – this is a common problem across other practices.

A large Practice in Mackworth is opening up – this may ease numbers, but if a practice is local and popular/very efficient more patients want to join rather than leave

Dr Boshell pointed out the need to match clinicians to patient need, we are always looking for smarter ways to run effective /efficient capacity use, e.g. the use of Park Lane for physio.

Do you know about referral scheme at Moorways Sports Village for e.g. chronic health conditions? Their staff has done presentations to some Practices, however, not ours unfortunately - Simon to look into.

Is there a time scale for referrals one hospital to another hospital? A member has been waiting weeks. Simon will look it.

Simon Jones, Practice Manager - Update

Flu and Covid jabs appointments will be offered from next week

There is a drive from NHS for 'Patient Cleansing' - this is to remove patients registered with a Practice who are no longer in the area e.g. moved abroad.

Practices are paid per patient registered, and the NHS contacting e.g. overseas patient, if you don't reply within the timeframe, you are automatically removed from the list. So far £500k has been taken off a £65million cost from patients no longer in the country. Whilst this is an important saving, mistakes can be made and if you receive a letter like this it is important to respond. If you have any concerns about such a letter you have received please take it into the surgery and Simon will look at it.

Val Haylett, Chair

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

Meeting closed 7.30

Next meeting

Wednesday 7th October at 7pm

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