

DANES CAMP & RILLWOOD PATIENTS PARTICIPATION GROUP

MINUTES OF THE P.P.G. MEETING OF MAY 21ST 2025 16:00

PRESENT	APOLOGIES FOR ABSENCE	DID NOT ATTEND
D. Vessey (Chair)	J. Payne	G. Rae
C. Leads (Secretary)	N. Ganatra	H. Mehmood (DCMC)
K. Hodgson	M. Seguine	A.Azhar (DCMC)
L. Ijebor		A. Parmar
M. Phillips (DCMC)		
C. Zouch		
S.A. Pike (DCMC)		
A.Zafar (DCMC) [Part time]		
C. Scarlata (DCMC)		
I.Kavanagh (The Parks PPG))		
D. Pontin (DCMC)		
M. Rosser		

1. MINUTES OF THE MEETING OF FEBRUARY 19TH 2025

The minutes were accepted

2. MATTERS ARISING

a. NAMES OF CLINICIANS / ID ON DOORS

Carina Scarlata reported that the Practice had revised the induction program for trainee G.P.'s. – each new starter will now be provided with a name plate for their use on Consulting Room doors

b. INDIVIDUAL NAME BADGES FOR CLINICIANS & RECEPTIONISTS

Following discussion a lanyard for staff member with a photograph of the bearer and their given name on the front, customer-facing side and their pass key on the reverse was feasible. This

should resolve the persistent problem of finding a badge suitable for Reception's tunics which also shows their name to patients.

Marion Phillips was asked to progress this solution.

c. **A.F. SCREENING TOOL**

Carina Scarlata summarised the present distribution of the tool:

- i. Hanslope One device in use
- ii. Roade One device in use
- iii. Grange Park One device allocated, the use of which had not yet started.

Trials of the device will continue for a minimum of three months until sufficient data has been accumulated to allow the impact of the technology to be assessed.

By May 21st the trial had identified one case of A.F. in a patient previously unaware of their condition.

3. DEVELOPMENT OF THE PRACTICE / THE PARTNERSHIP WITH THE PARKS

a. **PATIENT LISTS**

The patient lists of **Danes Camp and Rillwood Medical Practices** have been **merged**.

b. **PRIMARY CARE NETWORK**

The merged **Danes Camp and Rillwood Medical Practices** have resigned from the ARC Hub PCN (originally consisting of Danes Camp, Rillwood, Eleanor Cross / Whitefields and St. Lukes) and **joined with Grange Park, Roade, Hanslope and Blisworth Medical Centres to form the Parkwood PCN**

Although Wootton Medical Practice has also separated from The Parks group it will not be a member of Parkwood.

c. **STAFF**

Following the formation of the Parkwood PCN **three Social Prescribers and some Paramedics transferred to it** from the ARC PCN.

The **recruitment of additional Staff** to Parkwood, **including one or more Pharmacists**, is planned.

The **Parkwood Paramedic team** will provide additional support for home visits, minor accidents and minor injuries (**MIAMI**) and, where qualified to do so, prescribe medications or issue prescriptions for G.P.'s to sign.

Social Prescribers and Care Co-ordinators will be managed by David Pontin and operate principally **from Grange Park**. The team will operate on a psycho-social model of well being

(rather than just mental health) to reduce G.P.'s exposure to Patients requiring such support.

d. ROADE MEDICAL CENTRE

Planned **redevelopment of the Practice building** is temporarily **delayed** due to problems related to insurance of the land.

e. EXTENDED ACCESS / GP ENHANCED ACCESS

Extended access evening and weekend appointments **at both Danes Camp and Rillwood** medical centres were reported to be **fully used**.

Extended access evening and weekend appointments **across The Parks group** of Practices were reported **at 65%** used – the reason for the 35% shortfall is being investigated.

Sally-Anne Pike described an initiative to have trainee G.P.'s undertake a survey of Patient's awareness of the extended access service – results will be communicated at the next PPG.

f. TELE-MEDICINE

The use of the tele-medicine facilities (telephone consultations and the use of AccuRX®) were reported to be lower at The Parks group of Practices than desired and is being investigated.

Chris Leads was asked to work with The Parks to re-emphasise telephone consultations and the AccuRX® service on Facebook®.

4. DANES CAMP & SECTION 106 MONIES

- a. It was confirmed that the ICB still holds the funds released by Vistry®
- b. Progress on securing the application of the funds to Danes Camp projects is delayed temporarily due to local elections and the subsequent changes to the elected bodies (West Northamptonshire Council and East Hunsbury Parish Council).
- c. **Ken Hodgson** confirmed that several members of both WNC and EHPC support the objective of developing the vacant site on Collingtree South as a medical centre and that further discussions in support of the objective are planned.
- d. **Ken Hodgson** emphasised that DCMC should work with EHPC (and hence WNC) to secure the use of the site and that a planning application may be required to counteract any plans Vistry® may have to reallocate the land for housing.

5. FEEDBACK FROM PATIENTS

a. P.P.G. 'Pop-Up' Surgery

Chris Leads presented the results from the surgery at Rillwood and a revised summary of the combined findings of the January surgery at Danes Camp and the May surgery at Rillwood. (see Appendix)

b. MJOG Data

Marion Phillips agreed to supply up-to-date MJOG data to Chris Leads

6. ANY OTHER BUSINESS

A problem with the availability of certain medicines at nominated Chemists was discussed.

The Practice Team were of the opinion that participating Pharmacies have a duty of care to report any shortages of medications (how so ever caused). The Team undertook to investigate further how this could be communicated to the Practice Administrator responsible to prescribed medications.

7. DATES FOR NEXT MEETINGS

AUGUST 20TH 2025	16:00
NOVEMBER 19 TH 2025	16:00
FEBRUARY 18 TH 2026	16:00

A handwritten signature in blue ink that reads "C.S. Leads". The signature is written in a cursive style with a horizontal line underneath the name.

C S LEADS

SECRETARY

JUNE 2025

APPENDIX

COMBINED SURVEY DATA

DANES CAMP

Key points from a survey of patients carried out in January 2025

- **OVERALL:**

Many patients express a positive view of the surgery. Comments include finding the Medical Centre "**fabulous**", having "**never had an issue with the Surgery**", receiving "**quick and nice treatment**", and always getting "**excellent treatment every time**". The locality of the surgery is also noted as an advantage for some patients. Patients also mention being **seen on time**.

- **STAFF:**

There is overwhelmingly positive feedback regarding the staff, particularly the Reception Team. They are described as **nice, respectful, pleasant, professional, helpful, most helpful, friendly, and very friendly and helpful**. The staff are consistently described as **always ready to help** with information.

- **DOCTORS:**

Doctors are described positively as **nice, respectful, pleasant, professional, and helpful**. The advice and care received are considered "**OK**", and patients mention receiving "**fantastic help and guidance**".

- **APPOINTMENTS:** Opinions on appointments are mixed.

- **Positive:** Many patients state that appointments are **quick**, they have **always been happy** with appointments (especially recently), and they have **never had an issue** or **never had a problem** getting one. Staff are seen as ready to help make appointments **timely**. Some find it **easy to get appointments**, noting it's **easy to make a same-day appointment by walking down at 8 am**. The **online triage is described as really good**.
- **Negative:** Difficulties include being **unable to get a routine appointment**, with the surgery being seen as **great for emergencies but not good for planned care**. **Difficulty getting through on the phone** is also mentioned, contrasting with one comment finding it "Fairly quick and easy to connect by phone".

- **PARKING:**

Parking is frequently mentioned as a significant issue and can be **a little difficult at busier times**. It is described as the **main reason some patients put off coming** unless necessary. Others note that parking is **not very good**, with **narrow spaces and always full**.

There is a positive comment about a "clamp-down on parking with the parents from the School".

- **OTHER DIFFICULTIES:**

One patient mentioned having **difficulty understanding what the Doctor was saying because of his accent**.

In summary, the feedback highlights strong positive views on the staff and doctors, and positive experiences with treatment and overall service, balanced by significant issues with parking and some difficulties specifically with obtaining routine appointments and getting through on the phone.

RILLWOOD

Key points from a survey of patients carried out in May 2025

OVERALL POSITIVE EXPERIENCES:

Staff are described as **great, brilliant, helpful, polite, kind, friendly, and professional**. **Maxine the Nurse** is specifically highlighted as **great, brilliant with her job, very lovely, and chatty**. Several individuals express long-term satisfaction, with one patient having been with the surgery for 30 years and another since childhood. There's a comment that the practice has improved a lot over time. The service is called **exemplary, excellent, and providing good support**.

- **DOCTORS:**

Doctors are generally praised as **very helpful, caring, thorough, competent, approachable, and efficient**. Most Patients felt listened to and understood by doctors. **Continuity of care** was mentioned as a negative in one instance, with a Patient unhappy about rarely seeing the same GP, leading to lost time catching up on notes. A **lack of eye-contact** from GPs while they are entering data was also mentioned as irritating.

- **APPOINTMENTS:**

Many Patients report **never having problems getting appointments and being able to get appointments very quickly**, often on the same day. However follow-up on appointments is still a concern for one reviewer.

- **PARKING:**

The parking is described as "OK". The practice is centrally located in a housing estate and the building is considered clean, friendly, and well-organised. **Access to the building could be better** as the slope to the entrance gets slippery during very cold weather.

- **OTHER DIFFICULTIES:**

One Patient commented that getting to DCMC for certain treatments is difficult if one is not a car driver, requiring three bus changes or an expensive taxi. He also expressed the view that telephone consultations "do not do the job properly".