

**Minutes – Interim Patient Participation Group (PPG) Meeting
Wednesday 29th January 2025**

Present: Clive Husselbury (CH) Dr Mohan Kanag Susan Goundry (SG)		Patient Representative (Chair) GP Partner Practice Manager
		Action
1	Next PPG Meeting This will be either just before or just after Easter. It will be hybrid – in person/online as before.	-
2	Car Park / Parking The parking situation remains very difficult with patients missing appointments whilst waiting for a parking space. An attempt was made to arrange for COFP Staff to park at The Pandrol Building next door to the surgery. It is owned by RBC and has not been in use for some years. However, RBC felt it appropriate to demand a ridiculous amount of money for this even though the costs to them would be very minimal and it would be of significant benefit to the community... <i>So much for the Place-based Partnership that they are supposed to be part of!</i> In an attempt to alleviate the situation and limit parking to staff plus patients (WHILST THEY ARE AT THE PRACTICE) there will be a 6-month trial of an ANPR (Automatic Number Plate Recognition) system. The info that will be included in the Newsletter is below. Note that the system will be in operation 24/7 even at weekends and when the practice is closed. There will be a time-limit on how long a vehicle can be on site and patients should move their car BEFORE going to Addlestone Pharmacy. There will be a grace period for people dropping off patients but not parking - 15 minutes.	-
3	Newsletter Our third Newsletter is almost ready and will be circulated in February.	-
4	Patient Survey A repeat of the survey carried out last year will be undertaken shortly.	-
5	CQC Inspection Still no news!	-

CROUCH OAK FAMILY PRACTICE

Car Park / Parking

We understand how frustrating it can be to find parking when attending your appointment at the Practice and we know how stressful it can be when this makes you late for an appointment. Unfortunately, our car park often becomes congested due to unauthorised use by people visiting local shops, the cinema, or working nearby. This misuse leads to traffic jams, double parking, and even damage to vehicles belonging to both patients and staff.

*To address this ongoing issue and ensure that parking is available for those visiting the health centre for legitimate reasons, we are introducing a managed **ANPR (Automatic Number Plate Recognition)** system.*

This system will be implemented within the next month. Vehicles parked without a valid reason will automatically receive a penalty notice of £100, which will be reduced to £60 if paid within 14 days. Please note that the Practice does not receive any revenue from this system - it is entirely managed by a third-party provider.

*To avoid penalties, **all visitors to the Practice must register their car's license plate** on the keypad located at the front desk when they arrive. Our admin team will remind you to do this upon entry.*

We hope this change will greatly improve the parking experience for everyone visiting Crouch Oak. Thank you for your understanding and cooperation as we work to make the car park accessible to those who need it most.