

**Hanscombe House Surgery**  
**Notes of Patient Participation Group (PPG) Zoom Meeting (No.1) on June 23<sup>rd</sup> 2020**

NOTE - due to COVID 19 situation and the need to respect Government guidance, the planned March face to face PPG meeting was cancelled and a decision taken by the PPG to move to ZOOM.

**ATTENDEES:** Frances Lewis, Anne & Michael Nottage, Alison Pearce, Anna Noone, Dr A Oates, Sarajane Marchant, Howard Stainsby, Mary Brady, Helene Evans, Dianne Desmulie & Maryrose Brennan (chair/note-taker)

**INTRODUCTIONS** - A welcome to all PPG membership & our guest speaker. It is worth recognising that not everyone has access or is comfortable with virtual meetings, but their input is equally as important. Please can I encourage email feedback direct to me and the group as we move forward in 2020. Many thanks.

**SOCIAL PRESCRIBING** - The detailed poster was sent out prior to the meeting and it is posted to the Hanscombe House website as well as being available at the Surgery. Helene shared some background and informed us of the large support network for this service. The lead GP in our area of Hertford/Ware is Dr Pratt at Castlegate Surgery.

The service has been available to Hanscombe House patients since March and there has been a good uptake on referrals.

Patients access the service via the surgery, but they can also call direct (Social Prescriber contact information appears on the poster). It's possible that clinics may start up in the future. A big thanks to Helene.

### **PRACTICE REPORT**

1) With new physical distancing rules in place, waiting room space is limited to ~ 3 people with patients encouraged to arrive just before their appointment and wait in the car park area. There are separate IN and OUT doorways. Face coverings are encouraged.

2) Temperature checking of staff and patients will start on May 29th.

3) There are no routine GP appointments - all calls are routed via reception with technology being used for GP consultations where feasible.

4) There are some routine nurse appointments available (dressings, cancer drug injections etc) but many are via phone consultation.

5) Practice list stands at 11,651 registered patients (up from 11,566 before lock-down)

6) HH uses "Systmonline" for managing appointments, repeat prescriptions etc. Currently 3,102 patients are registered on the system, but the Surgery would like to increase this number. **ACTION** : Consider options to market this. Anna to discuss with Hanscombe House team.

7) Hits on the Hanscombe House website (footfall) have been as such :- March - 732, April - 518, May - 498.

8) Ensuring our patients can access key information regarding what the Practice offers and what is available at a community level is REALLY important and that includes our vulnerable groups of patients (house-bound, disabled, frail, carers etc). Anna and Anita agreed that this needs to be a focus and something this PPG can investigate further. I suggested we have this as a key topic moving forward. **ACTION** : Send out a "starter for ten" around "Patient communications".

9) Dr Oates shared how different life is as a GP at the Surgery now, compared with pre-lockdown and everyone is getting to grips with video-conferencing etc. There is still a GP vacancy to be filled. We have a part-time Dr now helping out on Tuesdays and Thursdays.

Meeting ended at 19.10 with a recommendation to hold another Zoom call in the summer (6-8 weeks time). Dr Oates and Anna will do a diary check and I will email a new date to you all.

Maryrose  
Chair of PPG