

## Hanscombe House Patient Participation Group (PPG) - 25 January 2021 - notes

**Present:** PPG Members Veronica Fraser (Chair), Mary Brady (Notes), Kristina Lawson, Frances Lewis, Ann Nottage, Michael Nottage, Alison Pearce, Stella Saggars & Howard Stainsby,

Practice Representatives: Dr Oates & Sally Freeman.

**Apologies:** Apologies were received from Sarajane Marchant

Veronica welcomed everyone to the Zoom meeting

Notes of the November meeting were agreed.

Matters arising from the minutes: The 'Cancel out Cancer' awareness sessions are on hold until there is less work needed around Covid... Frances Lewis had attended a session of 'Cancel out Cancer' and felt that the meeting and the information available were very accessible to attendees.

There was a short discussion on how funding is distributed to surgeries via the Consolidated Funding Framework (CFF). Mention of s106 money generated by the developments in the Sele Ward was made and the need for health services to be enriched to accommodate the increase in population of Sele. Kristina Lawson offered to look into the role of East Herts District Council. *action completed and information shared with the chair of the CCG Primary Care Commissioning Committee)*

Practice Report (attached) It was noted that the patient numbers continue to rise as patient lists cannot be closed without making an application and seeking approval from from the CCG.. Frances Lewis asked if 30 new patients per week is sustainable to which Dr Oates replied no. Frances asked if the PPG could do anything in support of a list closure. Dr Oates informed the meeting that from February new patients will need to present themselves at the surgery with their ID to prevent any fraudulent applications. The likelihood of a new Medical Centre in the Bircherley Green development was discussed. Alison Pearce asked if funding increased as patient lists increased which was confirmed. To accommodate the Covid crisis the surgery has temporarily stopped performing minor surgery clinics. In order to help the surgery at this time volunteers to aid the vaccine programme would be most welcome. Alison Pearce is doing just that and complimented the surgery on its' smooth and efficient running of the vaccine clinics. The surgery is trying to streamline how repeat prescriptions are dealt with.

Extended Hours – Contracts are likely to be extended for another year. It was suggested that people coming to HH to use this service then wanted to join as patients. It was mentioned that the Family and Friends Survey shows a very high level of satisfaction with the surgery. E Consultations are very popular and have created additional work for staff. The doctor calls the patient if necessary or deals with whatever is required then staff follow up.

Communication Alison Pearce raised the options of using Facebook and social media which the Members felt may attract a more diverse range of members. Veronica to follow up with CCG Communications Officer. (*Action complete and the Knebworth and Mary Mead surgery have written up their positive experience of having a Practice/PPG Facebook presence. To be shared with HH Practice and PPG for consideration.*)

Date of Next meeting: 6.30pm on Monday 29<sup>th</sup> March 2021