

## **Hanscombe House (HH) PPG Notes 29<sup>th</sup> March 2021 – Zoom Meeting**

Present: Dr Oates, Sally Freeman, Veronica Fraser (Chair), Kristina Lawson, Mary Brady (Notes), Diane Desmulie & Stella Sagger

Apologies: Sarah-Jane Marchant, Frances Lewis, Michael and Ann Nottage

All were welcomed and **Notes** of the 25 January meeting were agreed with minor additions previously agreed by chair and HH.

### **Matters Arising:**

Section 106 Monies – Kristina tried to find out more about how Section 106 monies usually between the local authority and developer are being used for community facilities, including health. Diane and Veronica have pursued this issue with the Clinical Commissioning Group. It seems s106 monies are often not committed until 6 years after initial award. Diane has been assured that there is good collaboration with County and East Herts District Council Officers. **AGREED** that we will continue to pursue this.

Diane reported that NHS England has approved funding for Bircherley Green for Wallace House. Wallace House will continue its surgery at Carlton House. It is hoped that Bircherley Green will be ready in 2023.

**Primary Care Network.** HH is part of the Herts & Rural Primary Care Network (PCN). The other Practices in the PCN are Wallace House Surgery, New River Health (Castlegate Surgery & Church Street Surgery, Ware) and Watton Place Clinic. The lead Partner is Giles Pratt, New River Health.

**Vaccinations** are continuing at Hertford Theatre.

**Patient list numbers HH** has an ever expanding patient list, currently 11,935. The list has increased by one hundred extra patients since the last PPG meeting and 57 potential patients are waiting to be registered, pending I.D. The Practice expressed the view, shared by the PPG, that the number of patients was not sustainable.

Concerns were expressed about when the 'doors open' again. There is no room to accommodate all patients physically. Diane worried about queues outside the surgery. The patient list needs to be constantly on our agenda. Diane thought that we must see an end in sight because provision is being made to open new surgery premises in Bircherley Green and to accommodate more patients there. It seems that patients are keen to register with us and concern was expressed that patients would still want to register at HH. **AGREED** to review this regularly and do anything we can to help.

Veronica said that NHS England has asked surgeries to cut some services during the height of Covid Dr Oates added that minor surgery had been stopped but most was resuming.

**E consultations** – some GP Practices have turned this off at weekends and/or overnight to enable surgeries to cope with the dual influx of telephone calls and Econsult requests all of which needed to be triaged. Veronica and Diane had both

raised this at the CCG Primary Care Commissioning Committee asking officers to look at ways to assist Practice and controls the volume of requests.

**Social media** Veronica offered the information that NHS England and the CCG are keen to support the responsible use of social media. One particularly successful local Practice Kenworth and Marymead and other surgeries have been asked to share their use of social media. The usefulness of Facebook for surgeries was raised. Veronica offered to share Marymead's experience and to look again with the Practice on how we can use Facebook to share information about the Practice and the PPG.

The next meeting: 12<sup>th</sup> May 2021 at 18:30

**Practice Report:** Attached to minutes.

### **Website and Newsletter**

Attendees at the PPG were asked to review the content of PPG information on the HH website by mid April, an area which we have neglected.

There is a need to promote the PPG, plus a particular need to promote the change in medication. The surgery detailed articles for consideration in their Practice report. The PPG suggested an article on hay fever.

**Prescriptions** are covered in the Practice Report and more information about any changes will be widely publicised.

**NAPP (National Association of Patients Participation)** HH is willing to renew the subscription. VF to check that they have her details.

**PPG Membership** Kristina has found a new member. Members were asked to try to recruit new PPG members. There may be people who would like to receive information, notices and notes but not attend meetings. Although Zoom meetings have brought their own challenges, holding some meeting by Zoom could be one way forward and help broaden our membership.