

Hanscombe House Patient Participation Group

Notes from the meeting held via zoom on Tuesday 1 February 2022

Present: Veronica Fraser (chair), Dr Oates, Alison Anderson (HH), Mary Brady, Rachel Garrill, Dorothy Hayward, Kristina Lawson (note taker), Sarajane Marchant, Stella Saggars.

Apologies: No apologies were given before the meeting.

Welcome:

The Chair welcomed everyone to the meeting and introduced a new member, Dorothy Hayward.

Minutes:

HH Practice Report:

A copy of the report as at 11th January is attached.

The list size has started to stabilize a little.

Covid vaccinations are now being targeted on those who have not yet been vaccinated or boosted.

There is no further update on the access to patient data, which is now postponed until April 2022.

The new telephone system has been installed and is being tested.

Despite some initial teething problems, it looks promising and it is hoped it will provide a better experience for patients and staff. Calls are recorded, primarily for patient safety and training purposes, and can be replayed if necessary.

E-consult – this consulting service is available online for Hanscombe House patients until 1.45pm on weekdays. The CCG will be tendering again for this or a similar system. It is noted that photos sent by patients via the secure messaging system AccuRx are better than via e-Consult itself.

Four new receptionists have been recruited since November 2021.

NHS England has advised that GPs can stop doing certain procedures, whilst dealing with more urgent cases. These include minor surgery and cortisone injections.

Mary thanked the Practice for endorsing the Community Garden at Sele, Hertford, for the benefit of Mental Health and Wellbeing.

Alison Anderson was invited to introduce herself to the members of the group. She has worked at Hanscombe House for about 9 years, as receptionist, healthcare assistant and reception manager.

At the next meeting it is hoped to invite a Community Pharmacist to talk to PPG members.

Notes from the meeting held in October 2021:

The question of the use of s.106 monies resulting from building developments, such as at Sele, has not yet been answered. No additional information has yet been obtained from East Herts District Council.

It is confirmed that Wallace House will occupy premises at the new development in Bircherley Green.

Newsletter

Veronica asked for volunteers to put together the next newsletter, which will go out in March.

Cancel out Cancer

Sally Freeman (HH) had attended one of these sessions and another will take place shortly.

Reports of other meetings attended

There were no reports presented.

Date of next meeting:

Tuesday 15th March, 18.30 via zoom

Another new member, Jeremy Holmes, has been recruited since the meeting.