

Hanscombe House Patient Participation Group

Notes from the meeting held via zoom on Tuesday 21st June 2022

The meeting scheduled for 17th May was postponed.

Present: Veronica Fraser (chair), Dr Oates, Alison Anderson (HH, Diane Desmulie, Rachel Garrill, Kristina Lawson (note taker), Frances Lewis, Stella Saggars.

Apologies: Apologies were received from Sarajane Marchant, Mary Brady, Dorothy Hayward, Alison Pearce and Sally Freeman (HH). Dr Oates and Alison Anderson, Reception Manager are the Practice Representatives however Sally provides support and will attend any meetings in Alison's absence or to present specific items.

Welcome:

The Chair welcomed everyone and confirmed the note taker. Veronica also suggested that it would be preferable if a formal chair and note taker for the meeting could be found.

Notes of the meeting held on 15th March

After the meeting two errors were noticed and corrected:

Rachel Garrill and Sarajane were wrongly listed as absent as well as present. Dianne Desmulie's name was miss-spelt with only one 'n'.

Following the earlier discussions on s.106 payments, Dianne queried if we need to continue to press for clarification on that or whether the new surgery in Bircherley Green will help meet the expected demand for GP services. It was agreed that we need assurance on how the new surgery will operate and should seek an update from the CCG and/or consultation via the PCN (via Linda Pryor).

HH Practice Reports:

Copies of the full reports for May and June 2022 have been circulated to PPG members.

1. **The number of patients** was 12,133 at the beginning of May, with 26 pending. In June it was 12,173 with 23 pending mid-month.
2. **Patient access to GP-held medical records:** The initial rollout was delayed until April 2022 and has been further delayed until the Autumn of 2022.

The Government has launched the **Data Saves Lives** strategy for health and care, which describes how NHS England Implementation and Improvement will use data and technology to improve the health and care of individuals.

This includes a commitment to make it easier for all patients to access their GP-held information to manage their health and give staff time for other tasks.

Help will be given to GP practices to increase the number of patients who have access to their health records in preparation for the national launch in autumn 2022.

3. **Did-not-attend (DNA) Policy:** an updated copy of the policy will be shared with PPG members shortly, for further comments. Patients are asked to cancel or rearrange appointments by telephone, including a dedicated 24/7 cancellation line, or online. and details of these methods will be contained within the DNA policy.
4. **Friends and Family Test** - The FFT was relaunched in April and is available either on-line via the website www.hanscombehousesurgery.nhs.uk/nhs-friends-and-family-test/ or by completing and posting a form in the FFT box in the waiting area.
5. **Care Quality Commission:** no report has been published yet, following the call for feedback.
6. **Proposed Changes to the Extended Access service:** Hanscombe House is the host practice for the extended hours service. From October 2022 the service will cover patients at four Practices in the area – Hanscombe House, New River Health (Castlegate and Church Street), Wallace House and Watton Place. It is proposed (under Government guidelines) that the hours will be reduced to 18.30 – 20.00 on weekdays, all day on Saturday, but no appointments on Sundays.
7. **Covid-19:** changes to Government measures: the Practice confirmed changes to the wearing of face coverings, effective from week commencing 6th June 2022, due to lower local COVID-19 infection rates and new [guidance](#) issued by Professor Stephen Powis, NHS Medical Director.
8. **Cancel out Cancer** sessions are continuing.
9. **Minor surgery** including cortisone injections has started again at the Practice, patients on the waiting list will be prioritised and offered appointments as soon as clinics are available.
10. **Travel vaccinations:** the current policy is outlined in the full report.
11. **Feedback from patients** has increased since the start of the pandemic, mainly positive. A 'You said, We Listened' noticeboard was due to be launched in the Spring.
12. **Local NHS Services**
Information has been circulated to all PPG members and made available to patients via the website, including services provided by NHS 111, local pharmacies, and GP surgeries.
13. **Staff changes:** Dr Tejal Mehta is due to leave the Practice at the end of June. Fran has been appointed as receptionist, following Wendy's retirement.

Extended Access

In addition to the item in the Practice report, Dr Oates explained that in any week the appointment slots are allocated to each Practice until Thursday. After that it is a free for all. From October, more face to face GP appointments will be bookable, following a trial in July.

Newsletter

Consideration was given to another newsletter, to include key points from the Minutes and any other important news.

Reports of other meetings attended

Kristina reported the highlights of the latest meeting of Hertford Heads, held on 8th June. Car parking charges at Hertford County Hospital will shortly be changed to include a minimum charge of £2 for one hour. A meeting would be arranged with PPG members to discuss the revised plans for Extended Access (held on 13th June). Future Patient Engagement under the Integrated Care Board remains a concern. The DNA Policy and possible reasons for non-attendance were discussed.

She also reported on the final Patient Locality Network (PLN) meeting held (via zoom) on 7th June, which also covered points raised by Hertford Heads and looked forward to the introduction of the Integrated Care Board. A letter of thanks to PPGs is being circulated to members.

Any other business

Comments have been invited on an explanation about the role of Primary Care Networks to be available on Practice websites. Feedback will be made via the Hertford Heads meeting.

PPG members are invited to a volunteers' celebration event at Charter House, Welwyn Garden City on 24th June.

Veronica and Kristina plan to attend a zoom meeting on the future role, function and development of PPGs on 19th July.

There is no news yet about autumn vaccinations.

Date of next meeting:

Tuesday 6th September 18.30, via zoom (to be confirmed)