

Hanscombe House Patient Participation Group

Notes from the meeting held via zoom on Tuesday 15 March 2022

Present: Veronica Fraser (chair), Mary Brady, Dianne Desmulie, Rachel Garrill, Dorothy Hayward, Kristina Lawson (note taker), Frances Lewis, Sarajane Marchant, Stella Saggars.

Apologies: Dr Oates, Alison Anderson (HH), Sally Freeman (HH)

Welcome:

The Chair welcomed everyone to the meeting. It had been decided that the meeting would take place even though no one would be available from Hanscombe House. It had been hoped to have a Community Pharmacist at this meeting, but this has not been possible. Veronica suggested that a special meeting with a Community Pharmacist should be held with other surgeries.

Minutes of the meeting held on 1 February

Frances Lewis had given apologies for the last meeting and the minutes have been corrected.

Some further clarification on the topic of s.106 (or other) payments for housing developments has been obtained. Mary Brady has received a response from the relevant officer at East Herts Council.

Kristina Lawson had also raised the issue with Cllr Linda Haysey, who intends to bring this to the attention of a Town & Parish Council planning forum which meets on 24 March. *There will be an agenda item at the next meeting in the autumn.*

There is a suggestion that the application for funding made for the Sele development was in some way inadequate or inappropriate and therefore not taken forward. Dianne Desmulie pointed out that any funding obtained would only ever form a contribution to the cost of a surgery. All ongoing costs and staffing would need to be funded separately.

HH Practice Report:

A copy of the full report for March 2022 has been circulated.

1. The list size is now 12,114 patients, with 18 pending.

2. Since the meeting, patient access to records has now been further delayed until 1 July 2022.
3. New phone system: teething problems have been resolved.
4. Update on Human Papillomavirus Vaccination (HPV).
5. Difficult patients: the Practice responded to a question from the PPG.
6. Did-not-attend Policy: a copy had been shared with the PPG and comments provided.
7. Covid-19 - changes to Government measures: masks should still be worn in the surgery (unless exempt); social distancing remains in place.
8. Minor surgery to resume, subject to confirmation. (*Cortisone injections have not yet resumed*).
9. Travel vaccinations: the current policy is outlined in the report.
10. Feedback from patients has increased since the start of the pandemic, mainly positive. A 'You said, We Listened' noticeboard will be launched in the Spring.
11. Ongoing pressures on the NHS – an update would have been given during the meeting if Practice staff had been present.

HH Did not Attend Policy

Any further comments on its content or purpose should be forwarded to Veronica.

Care Quality Commission call for feedback

The CQC has continued to monitor health care during the covid pandemic, although formal inspections had been suspended. It is asking for feedback on Hanscombe House to gain assurance on the quality of service. It is not an inspection as such.

www.cqc.org.uk/give-feedback-on-care

Cancel out Cancer

Sessions are now being held every Monday, via zoom. Stella and Frances have now completed it.

Newsletter

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

There is no news yet about the 4th vaccination for over 75s (spring booster). *Vaccinations for this group are now in progress, in pharmacies and major vaccination centres.*

Under the GMC contract, GPs will be obliged to offer online appointment booking from October 2022.

The PCN has opened an office for specific new staff such as physios in St Andrew street. It will not be open to the public.

Mary asked if there will be local arrangements for Ukrainian refugees, similar to those already in place for Afghans.

Implementation of MyCareRecord. Dianne reported that this is being successful and fully integrated in some hospitals, but not yet at Lister.

We should know what the record consists of. There is some concern about data transfer and possibility of opt-out.

Following the meeting, it was confirmed by the GMC that the Access to Records Programme would not be launched on 1 April as planned and no confirmed date had yet been set.

Reports of other meetings attended

There were no reports presented.

Date of next meeting:

Tuesday 17th May, 18.30 via zoom (tbc)