

## Hanscombe House PPG Meeting Notes

Date : Monday November 30<sup>th</sup> 2020

**Attendees** : Kristina Lawson, Michael Nottage, Ann Nottage, Stella Saggars, Howard Stainsby, Dr Anita Oates (HH surgery), Sally Freeman (HH surgery), Veronica Frazer, Alison Pearce and Maryrose Brennan (chair & note-taker). Apologies to Sarajane Marchant who was in the virtual “waiting room”

**Formal Apologies** : Francis Lewis (thankyou)

Pre-sent agenda was used to focus the meeting. After welcomes and a reminder of zoom etiquette, a check on any additional items was conducted (1 item from Veronica on “consolidated funding framework”- CFF (see below).

Action from previous meeting – Mary Brady received an email from Veronica related to S106 (legal agreement/ housing development at Sele Farm related) – on the case.

### Hanscombe House Surgery report (Sally / Dr Oates)

#### COVID-19 impact

Dr Oates shared that they have been fortunate not to have been seriously impacted with staff illness during the Covid-19 pandemic. The phones are ringing continually with patient calls, so the surgery continues to be extremely busy.

The staff member accountable for coordinating prescriptions will be off work for a period, so this may impact turn around times, but hopefully the surgery will cope.

#### Surgery website analysis

This breakdown from the website was not available for this November PPG meeting but Sally plans to send out to the PPG membership. This talks to number of appointments, types of engagement etc. Total number of registered patients as of Nov 30<sup>th</sup> was 11,802 with an average of 30 new registrations per week. A figure to monitor during 2021 and check against resources.

#### Winter planning

2 examples Sally shared - Claire Kasza runs the extended access for the surgery to ensure co-ordination of this service.

To ensure the safety of patients and staff, as part of our social distancing measures, the maximum number of patients in the waiting room is monitored regularly and will continue to be checked (recognizing the temperature will be dropping through the winter months)

#### Vaccination Clinics

A new text has been sent out to the next age group (50-64) for flu vaccine appointments – there has been a huge positive reaction already with phone and online appointments being made. On the COVID19 vaccine – very early days yet to understand how the cold supply chain logistics will be handled, but as information is fed through to the surgery, patients will be made aware.

#### Staff changes

Through membership of the Primary Care Network (PCN) for “Hertford & Rurals”, the following appointments are now in place :-

- Care Co-ordinator now in place : Elaine Alles, part-time
- 2<sup>nd</sup> Social Prescriber now in place to support Helen. Her name is Dee Gudgeon
- Pharmacy Technician, Wendy Vaughan works with Hanscombe House on a Monday
- Pharmacist, Mr Badrul Hyder works with us 1 day week, supporting pharmacy work including audits

- In-house Pharmacist, Purvi Mehta has increased her hours from 1 day to 4 days per week
- New female salaried GP, Dr Tejal Mehta has joined us this week working 6 sessions, Monday to Wednesday
- Dr Oates will be dropping a session moving forward

Interviews for 2 additional care navigators/ receptionists are taking place this week & next. Prescription clerk on long-term sickness and although some of our other staff are receiving training, this has put pressure on other prescription trained staff.

#### Cancel out cancer session to share with patients

This information was circulated to all doctors for their review on 3/9/20.

A further offering to hold this session for Hanscombe House patients was shared. A successful virtual event was conducted for New River Surgery staff, earlier in the year.

**Action** : Veronica to link up with Sally and discuss promotion .

#### Other updates

- a) A brief update was provided on the Mount Vernon Cancer Centre patient engagement programme running through November, whereby a programme has been set up to look at how cancer centre services will be managed in the future, including clinical management, location of services etc (~ 44% of patients currently travel to Mount Vernon cancer centre from Hertfordshire. Timing of the review has been impacted by Covid19 pandemic but it is planned for some key decisions to be made during 2021/2022)
- b) Veronica would like to get some feedback on the modified Consolidated Funding Framework (CFF) which will be reviewed by surgeries across the county. **Action** : Veronica to add CFF to the agenda in her introductory discussion with Sally and establish surgery feedback. Sally did advise that the late changes made to the CFF had given the staff involved cause for concern

Next PPG Zoom meeting : Monday January 25<sup>th</sup> 2021 at 6.30pm

2021 : Veronica has kindly agreed to lead the PPG from January, so it just leaves me to wish you all the very best and a personal thankyou for your great support of the Hanscombe House PPG. It is so important to continue supporting Patient groups across the county and country.

Maryrose Dec 8<sup>th</sup> 2020

#### Addition by Sally....

The Practice expressed their thanks to Maryrose for being such a great, pro-active Chair when she was thanked for all of her hard work and support. The Practice wishes Maryrose well with her move to Scotland.