

Hanscombe House (HH) PPG Notes 12th May 2021, 6.30pm, via zoom

Present: Sally Freeman, Dr Oates, Veronica Fraser (Acting Chair), Kristina Lawson (note taker), Mary Brady (until item 4), Dianne Desmulie, Stella Saggars, Howard Stainsby, Sarajane Marchant (until item 5), Alison Pearce, Louise Harris

Apologies: Michael and Ann Nottage

1. Welcome and introductions

Veronica has agreed to chair the meetings until a more permanent replacement is found. Kristina took the notes for this meeting.

All were welcomed, including new member Louise Harris.

2. Minutes of the previous meeting

Notes of the 29th March meeting were agreed with minor additions previously agreed by chair and HH.

3. Matters Arising

Concern had been expressed in earlier meetings about the lack of additional provision of GP services for additional homes being built in Hertford, particularly at Sele. No further information had been obtained regarding any application for s.106 monies since the last meeting.

It was agreed that Mary Brady would make enquiries regarding both s.106 and CIL (Community Infrastructure Levy) funding. If this proves unsuccessful a FoI (Freedom of Information) request may need to be raised regarding the situation in the Sele area.

4. Hanscombe House Practice Report

Sally Freeman thanked the PPG on behalf of the Practice for its ongoing support. Additional members would be very welcome.

She provided a verbal report and the details are attached with these minutes. The number of patients has increase from 11,935 to 11,990 since the last meeting. This level of increase is not sustainable and the average number of patients per full time GP (2,400) is felt to be too high. 550 patients were transferred following the closure of the Ware Road Practice in early 2020. It was agreed the issue would be raised at the Hertford Heads meeting the following week and by Veronica at the PCCC.

There is now a full complement of receptionists. Positive feedback has been received on care and treatment at the surgery.

The over 38 year olds are currently receiving their covid-19 vaccinations at Hertford Theatre. In total 6,330 people have received a first vaccination and 2,720 have had two doses. A further 89 have declined the vaccine. 339 carers have been vaccinated (of which 175 have had two doses) and 3 have declined.

The Partners are considering whether to close the premises for a period at lunchtime to provide protected time to process clinical paperwork and patient referrals/dictation

and to allow dedicated time for meetings and training. Patients will still be able to contact the surgery in an emergency situation.

As discussed at the January and March PPG meetings, the Practice will be streamlining the way in which patients can request repeat medication. Currently patients can request medication by post (by sending or hand delivery), via a pharmacy of their choice, via the NHS App, System Online, by email and via our surgery dashboard.

It is envisaged that from 1st June 2021 the facility to order by email and via our surgery dashboard will be removed. A response will be sent to all requests received this way promoting our new arrangements. Any queries should be directed to our Prescription Team.

On behalf of the Hertford Rurals PPGs, Linda Pryor (Castlegate) had raised the issue of Hertford County Hospital requiring paper forms for blood tests and patients having to visit the hospital more than once, incurring expensive car parking charges. However, a new online booking system for blood tests is being introduced, from 17 May, with a phone number for those unable to use the internet.

Diane asked if the Practice would consider using volunteers to help with some tasks. Sally confirmed that volunteers are already used extensively for the covid clinics and that she had previously asked PPG members if they would consider volunteering to support our flu clinics this year (to guide patients in and out of the building using our one way system). There may be some opportunities to help with the streamlining of some of our processes by promoting them in the waiting room but due to social distancing measures currently in place, only 5 patients are allowed entry at any one time. So long as DBS checks where needed and, Practice confidentiality forms are signed, volunteers would be welcomed.

5. PPG Membership

Louise Harris has joined as a new member, having been introduced by Kristina. Veronica has posted a notice about the PPG on a local Hertford Facebook page. Alison suggested there should be a flyer at the vaccination centre. It was also agreed to have one in the Surgery waiting room. A QR code will be added to the poster for easy access to the web page via smart phones. **ACTION: Alison and Sarajane.**

6. PPG web pages and Patient Newsletter

Members of the group were asked to take a look at the PPG web pages over the coming week and email suggestions for this and the Patient Newsletter (due 1st June) to Sally, preferably by 20th May. **ACTION: All**

7. Cancel out Cancer

It was agreed to invite PPG members and others to an awareness session via Zoom (see www.enhertscg.nhs.uk/cancel-out-cancer). This could take place at lunchtime when the doctors could also attend.

8. Social Media

A paper on the positive experience of Knebworth & Marymead Practice PPG's Facebook account had been circulated.

Sally suggested that it would be a good idea if the Hertford & Rural's PPG PCN were to develop unified rules for PPG social media accounts. It would be essential to adopt best practice from other surgeries, such as Sawbridgeworth. Sally expressed the view that it should be run by the PPG with good governance covering patient confidentiality etc. There should be no personal data or personal complaints posted.

9. Future Meetings

Veronica had asked the Practice when it might be possible to resume meetings there. It is going to be difficult to use the waiting room now it is being used in a covid-safe way. Louise offered the possibility of using a meeting room at Brickendonbury (her workplace), where there is ample car parking, if a face-to-face meeting is preferred. In the meantime, meetings will be via zoom unless stated otherwise.

The next meeting will be on **Wednesday 23rd June, 6.00pm**