

**HANSCOMBE HOUSE SURGERY – PRACTICE REPORT FOR  
PATIENT PARTICIPATION GROUP (PPG) MEETING ON 21<sup>ST</sup> JUNE 2022  
TO BE DISCUSSED WITH THE MAY PRACTICE REPORT CIRCULATED TO ALL  
MEMBERS (as the May meeting was cancelled)**

**1. List Size as of 1<sup>st</sup> June 2022 – 12173 patients**

As of 16<sup>th</sup> June 2022, we have 23 patients pending registration upon receipt of satisfactory identification documents.

**2. Accelerating Patient Access to their GP Held Records**

To ensure this happens safely and with minimal disruption, the initial rollout was delayed until April 2022. This has been further delayed, and it is envisaged access will now be made available in the Autumn of 2022.

The government has launched the Data Saves Lives strategy for health and care, which describes how NHS England and Improvement (NHSX Implementation Team) will use data and technology to improve the health and care of individuals. This makes clear their commitment to make it easier for all patients to access their GP-held information, so they can better manage their health and ultimately reduce burden on staff.

General practices will be supported to increase the number of patients who have access to their health records, in a way that builds confidence ahead of a national switch-on scheduled for November 2022.

Updates will be shared with PPG members as developments occur.

**3. Proposed Changes to the Extended Access (EA) service**

As currently host practice for the EA extended hours service, the current service works well for the practice and our patients. We have an excellent working relationship with the Project Manager, Claire Kasza, Project Manager and organiser of the service.

From October 2022 the service will cover patients at four Practices in Hertford/Ware area – Hanscombe House, New River Health (Castlegate and Church Street), Wallace House and Watton Place. It will continue to operate from Hanscombe House.

It is proposed (under Government guidelines) that the hours will be reduced to 18.30 – 20.00 on weekdays and at weekends it would change to all day on Saturday, but no appointments on Sundays.

Local Patient Participation Groups have been involved in the consultation process with all Hanscombe House Surgery PPG members being kept informed of progress. If Members would like any information uploaded to our website, please liaise with Alison who can arrange this.

**4. Important Information for Patients**

In light of local COVID-19 infection rates and new guidance issued by Professor Stephen Powis, NHS Medical Director, the Practice is pleased to confirm changes to the wearing of face coverings, effective from week commencing 6<sup>th</sup> June 2022. This information has been circulated to all PPG members, is displayed on our front entrance and has been uploaded to our website. The Chair of our PPG has also been asked to help promote the changes on local facebook groups.

## **5. Cortisone Injections**

The Practice is pleased to report that in-house services have resumed however due to Covid-19 there is a long waiting list. Dr Hemantha is prioritising the waiting list and patients will be contacted with an offer of an appointment as clinics are made available.

## **6. Local NHS Services**

Information has been circulated to all PPG members and made available to patients via our website. The information provides services made available by NHS 111, local pharmacies, and GP surgeries.