

**HANSCOMBE HOUSE SURGERY PRACTICE REPORT
FOR PATIENTS' VOICE GROUP (PVG) MEETING ON 10TH JANUARY 2023**

The Practice would like to thank Members for their contribution to the Group and wish you all a very Happy New Year

1. List Size as of 1st December 2022 – 12302 Patients

Age Range	Male	Female	Total
0 - 65	5030	5215	10245
66 - 75	558	612	1170
76+	347	540	887
Total	5935	6367	12302

2. List Size as of 1st January 2023 –12301 Patients

Age Range	Male	Female	Total
0 - 65	5014	5223	10237
66 - 75	559	607	1166
76+	352	546	898
Total	5925	6376	12301

3. Did-not-Attend (DNA) Policy & Data

Monthly DNA data for October to December 2022 has been shared with PVG members. From January, the Practice will change the report to breakdown the category of DNA, e.g. the number of missed GP and missed Nurse appointments.

The draft DNA Policy will be circulated to PVG members for comment prior to the next meeting.

4. PVG Led Stall for 2023 Health Promotion Event

The Practice is happy to assist with the organisation of this Event once a date has been agreed by the PVG and PCN patient group representative, Linda Pryor.

5. Flu & Covid Clinics

This data relates to the percentage of eligible patients in each category.

Flu Vaccines Completed

- Over 65 years: 1895 (96.5%)
- 18-64y years: 558 (95.7%)
- 2-3 years: 155 (97.5%)

Flu Vaccines Outstanding (Excluding Housebound and Care Homes):

- Over 65 years: 68
- 18-64 years: 25
- 2-3 years: 4

Housebound and Care Homes Outstanding:

- Over 65 years: 3
- 18-64 years: 3

Ongoing visits for housebound and care homes taking place - the vaccinators contact these patients directly to organise visits.

Where possible and depending on demand, in-house clinics are being arranged but uptake is not good.

Autumn Booster COVID Vaccine Programme

Autumn Booster COVID Vaccines for those Eligible/Due at time of Clinic Availability:

- **Completed:** 3763 (69%)

COVID clinics at St Andrew's Centre are finished.

Housebound and Care Homes will continue to be visited by vaccinators when patients are due.

Those eligible for COVID vaccination can book either via local pharmacies or the National Booking Service.

6. Dr Oates will be having a foot operation in the New Year and will be out of Practice for approximately 10 weeks during her recovery. Her sessions will be covered locum GP's.

7. Farewell to Dr Rupal Shah

It is with regret that Dr Shah will be leaving us on 8th February. We would like to wish Rupal luck and happiness for the future.

8. Update from Practice Manager re on-line Appointments

"Booking appointments online was a service that was integrated into the clinical system quite a few years ago and we incorporated it into our surgery rotas. We provided limited appointments per GP per session. When Covid hit it was turned off nationally.

To ensure patients booked the correct appointment and time slot required for the relevant procedure, the surgery put a lot of information on the online booking service and the website regarding what could and could not be booked. It was certainly open to misuse and generated a lot of communication from patients asking why they couldn't book into them and when more online appointments would be made available. There was a lot of confusion on how the system worked.

Online appointments is not something we will rule out reinstating in the future however the Partners continue to restructure our appointment system as a result of Covid and particularly in view of Dr Shah leaving (although locum cover is being provided). eConsults were introduced into primary care as a replacement for direct booking and we are happy to share our eConsult feedback, a copy of which is attached. The eConsult service collate this feedback following a short survey they ask patients to complete as they use the service. The Practice has included some of the feedback received and incorporated it with our response as part of our "You Said, We listened" which will be available prior to our next Patient Voice Group meeting.

9. Appointment of an additional Prescription Clerk

As a result of patient feedback received, to improve the patient experience, the Practice has recruited an additional Prescription Clerk to join our in-house Medicines Management Team.

Welcome to Annie who joins us on 9th January from another Hertfordshire GP Surgery. Annie will work closely with Carole, our existing Prescription Clerk. Whilst we do not accept prescription requests over the telephone or by email, we will be increasing the availability to speak with our prescription clerk Mondays to Fridays from 08:00-12:00 to 08:00-1200 and 14:00-16:00 hours.

10. Patient Survey

The Practice invites all registered patients to take part in their 2022/23 Patient Survey

The deadline for completion is 3rd February, once analysed, the results will be displayed on our website after they have been shared within the Practice and with our PVG.

11. PVG Annual Report

Our previous Chair and existing Acting Chair have agreed and are organising an AGM Report for circulation in advance of the next PVG meeting, date to be confirmed. A copy of the Report needs to be uploaded to the Practice website before 31st March 2023.