

HANSCOMBE HOUSE SURGERY PRACTICE REPORT FOR PATIENTS' VOICE GROUP (PVG) MEETING ON 22nd November 2022

1. List Size as of 1st November 2022 – 12283

As of 1st November 2022, we have 27 patients pending registration upon receipt of satisfactory identification documents.

2. Patient Access to Medical Records

This has been further delayed not only with Hanscombe House but with other local Primary Care Network (PCN) practices.

This is in line with British Medical Association (BMA) and Local Medical Committee (LMC) guidance. As data controllers we need to be comfortable that the process is safe, that adequate redaction is in place and working effectively, that all staff are adequately trained, that we are able to manage the additional workload burden a full-scale switch-on will bring, and that we understand all potential clinical and legal liabilities associated with increased patient access.

A robust process is in place for granting online access to individual patients who request it. **The principle of the record access from 1st November remains we are just not allowing a full-scale switch on for our population.**

3. Did-not-Attend Policy

The draft policy has been shared with Veronica Fraser and Kristina Lawson for information purposes however comments remain pending from the Hanscombe House senior management team. It is envisaged the DNA Policy will be shared with all PVG members for comment prior to the next PVG meeting.

4. Stall for health promotion at the Spring Event.

As raised at a recent PCN meeting which Linda Pryor attended, a stall for health promotion is being organised by our PVG for the Spring of 2023. The PVG will provide promotional materials in advance so the event can be widely publicised.

5. Hearing Advisory Service

The Hearing Advisory Service now attend the Surgery once a month for maintenance and battery dispensing. This is a free service available to NHS patients only. Patients need to call the Hearing Service directly on 01707 324582 to book an appointment. There is a leaflet on display on the surgery notice board and our website and appointments are held in surgery between 1400-1500 with the next couple of dates being Wednesday 14th December and Wednesday 11th January 2023

6. Flu & Covid Clinics

Flu Vaccine Programme

Flu Vaccines Completed

- Over 65 years: 1772 (93.17%)
- 18-64y years: 498 (95.95%)
- 2-3 years: 147 (98%)

Flu Vaccines Outstanding (Excluding Housebound and Care Homes):

- Over 65 years: 89
- 18-64 years: 15
- 2-3 years: 3

Housebound and Care Homes Outstanding:

- Over 65 years: 55
- 18-64 years: 5

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:** 3479 (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

7. Farewell to Jessica Plant, Nurse Practitioner

It is with regret that Jess will be leaving us at the end of December. Jess will be missed by the Practice team and many of our patients. We wish Jess all the very best in her new role.

8. Newsletter

The articles drafted by the Practice are now out of date. The Practice is happy to work with members when they are ready to produce their Newsletter.

9. AGM

To maximise attendance and to promote the event when new members have been recruited, the Practice would ask that the PVG consider a Spring or Summer AGM event?

10. Christmas & New Year Opening Hours & rx arrangements

The surgery will be closed on Monday 26th December and Tuesday 27th December. We will be placing posters on display in the surgery to advise patients of the closing dates and if they require medical assistance during this time then to contact 111 or visit the Urgent Care Centre in Welwyn Garden City. We will reopen at 8am on Wednesday 28th December.

We will also be closed on Monday 2nd January and re-open on Tuesday 3rd January at 8am.

11. Other Practice Business

Dr Oates will provide a verbal update at the meeting.