

## **HANSCOMBE HOUSE SURGERY – PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON 1<sup>ST</sup> SEPTEMBER 2021**

### **1. List Size as at 27<sup>th</sup> August 2021**

Currently 12098 and growing! List size information since January 2020 has been shared with our PPG Members.

We currently have 61 patients pending registration upon receipt of satisfactory identification documents.

### **2. National Patient Survey**

The Practice is delighted with the results - <https://gp-patient.co.uk> and would like to thank all patients who took part in the Survey. All feedback is important to us.

### **3. Surgery Opening Hours**

Effective from 26<sup>th</sup> July 2021, the surgery now closes between 1-2pm daily. The closure is necessary to allow time for processing of paperwork and referrals and to allow dedicated time for staff meetings and training.

This information is detailed within our Patient Newsletter and our revised opening hours have been updated on the Practice website and NHS Choices.

The Practice would like to extend thanks to the PPG for their support and understanding for the closure. The closure has made a significant difference to ALL practice staff.

Our main entrance is now open with social distancing measures in place. We would ask all of our patients and visitors to continue to wear a mask and to be pleasant to our receptionists who are asked by our Partners to follow our protocols in place.

### **4. Covid Vaccinations as at 26<sup>th</sup> August 2021**

Data provided by our Care Coordinator, Elaine Alles, is contained within the August 2021 Patient Newsletter. A copy of the Newsletter, currently in draft format, has been shared with our PPG Members. Once approved by the PPG, the Newsletter will be uploaded to the Practice website.

Contact information for patients with any queries are detailed within the Patient Newsletter.

With regards to Covid Booster Clinics, the Herts & Rurals Primary Care Network (PCN) is actively engaged in planning the arrangements. When decisions have been finalised, further information will be circulated by Linda Pryor, our PCN patient group representative.

## **5. 2021/22 Flu Campaign**

The flu season is fast approaching! The Practice and the Herts & Rurals PCN are planning the clinic arrangements. Once finalised, patient information will be displayed on our website and texts will be sent to eligible patients inviting them to book an appointment.

Please be aware, the Practice does not usually receive the first delivery of vaccinations until the end of September.

## **6. Data Opt Out Delayed**

The roll-out of patient data sharing programme (GDPR) delayed.

Following lobbying by the British Medical Association (BMA) and other organisations, the introduction of NHS Digital's new data extraction programme has been delayed to give more time for patients, the public and practices to be aware of and understand it and for patients to be better able to choose to opt-out if they wish.

Beds & Herts Local Management Committee (LMC) is involved in discussions with the Clinical Commissioning Groups (CCG's) and local Data Protection Officers to make sure all practices have the information and resources they need. These organisations will keep all Practices informed of further developments via their regular bulletins.

## **7. PPG managed Hanscombe House Surgery Facebook Group**

As previously discussed with our Acting PPG Chair, the document shared with us in May 2021 by the Practice Manager at the Knebworth & Marymead Surgery contains some basic rules that his practice agreed in advance with their PPG. It's a useful and informative document, thanks to Ken!

The Practice is open to having a PPG managed Hanscombe House Surgery Facebook Group providing rules of engagement, administration of the page, including back-up support as required, and the regular monitoring to measure the effectiveness of the Group can be agreed with the Practice in advance of 'going-live'.

A topic for discussion at a future PPG meeting with consideration by the PPG to a sub-working Group being established to progress.

## **8. Future PPG Meetings - Microsoft Teams / Zoom Meetings / Face to Face Meetings**

Zoom has worked well for our PPG meetings. Confirmation from Linda Pryor is pending confirmation of the Herts & Rural PCN obtaining a joint licence for Zoom. Subject to a decision being made, is Microsoft Teams an alternative option?

A mix of video link and face to face meetings, subject to and as previously agreed, one of our PPG members reviewing use of their employers meeting room, would be lovely.

Sally Freeman

HR Manager

27<sup>th</sup> August 2021