

## **HANSCOMBE HOUSE SURGERY – PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON TUESDAY 11<sup>TH</sup> JANUARY 2022**

### **HAPPY NEW YEAR TO ALL MEMBERS WITH OUR APPRECIATION FOR YOUR VALUED SUPPORT AND COMMITMENT**

#### **1. List Size as at 1<sup>st</sup> December 2021 – 12121 patients**

List size information from January 2020 is shared with PPG Members in advance of PPG meetings with our Practice Report so a year on year comparison can be made.

As at 22<sup>nd</sup> December, we have 19 patients pending registration upon receipt of satisfactory identification documents.

#### **2. Covid & Flu Vaccination Data**

The Practice will contact patients when clinics are available.

To ensure up to date data is shared, a verbal update will be provided at the PPG meeting as clinics are arranged for late December 2021 and early January 2022.

#### **3. Community Gardens on the Sele Farm Estate**

As part of their Health and Wellbeing initiative, the Practice has been approached by East Hertfordshire Council who are setting up a community garden on the Sele Farm Estate. Our Social Prescribers are engaged with the project with the aim of encouraging our patients to take part in gardening or just to relax and meet others.

#### **4. Patient access to records**

To ensure this happens safely and with minimal disruption, the initial rollout has been delayed until April 2022. The Practice will provide more information and any further changes as and when it is received.

Contact details to organise events or meetings specifically for PPG members have been shared with Veronica, for her review and follow up with Members.

#### **5. New Telephone System**

The Practice is due to have a new telephone system installed mid-January and we will continue to record all calls. We are anticipating a smooth transition and will have trainers on-site to assist us should we have any problems when we 'go-live'.

#### **6. Covid-19 – Ongoing Government Changes**

The Practice continues to have social distancing measures in place and would ask patients to wear a mask unless they carry an exemption card. These are available to download from various websites including Gov.UK, local councils and Transport of London.

To raise patient awareness, if patients do not wear a mask or carry an exemption card, they will be asked to wait outside the front entrance until the Duty Doctor has assessed the situation. This may result in being asked to return to the Surgery for an appointment at the end of the day. This is to ensure the safety of our staff and our other patients in the premises. We would ask

patients to respect this policy, (set by our Partners), and not to be unpleasant to our receptionists who are doing their job by following procedures in place.

## **7. eConsults**

These are usually available between 08:00-14:00 hours Mondays to Fridays (as displayed on our website). If the Partners agree to vary these times, usually due to unforeseen circumstances, often due to staff shortages on the day, a tickitape message is displayed at the top of our website to advise patients they are unavailable with the date and time they will resume.

The Practice continues to remain open despite experiencing difficulties with staff requiring self-isolation. Where it is possible these staff work from home.

## **8. Pressures on the NHS**

Dr Oates and Alison will provide an update at the meeting.

Sally Freeman  
HR Manager  
22nd December 2021