

VERBAL REPORT FOR PATIENT PARTICIPATION GROUP (PPG) FOR MEETING ON WEDNESDAY 14TH MAY 2021

List Size

- Currently 11990, an increase of 55 patients since our last PPG meeting. We currently have 47 patients to be registered, pending receipt of satisfactory identification documents. The Practice agreed to forward list size information to PPG members for the last twelve months, attached. Any queries, please contact Sally.

Covid Vaccinations

Data provided by our Care Coordinator, Elaine Alles:

- Covid 1st dose: 6330
- Covid 2nd dose: 2720
- Covid declined: 89

- Carer Covid 1st dose: 339
- Carer Covid 2nd dose: 175
- Care Covid declined: 3

The Practice is now inviting patients over 38 years.

Staff Update

We now have our full complement of receptionists.

Herts County Hospital Blood Tests

Thanks to Linda Pryor for forwarding an update from the ENHCCG Quality Team A copy of their email dated 7th May 2021 is below, circulated to all members on 14th May (in advance of tonight's meeting)

Subject: RE: Re Blood tests at Hertford County hospital (3970)

Dear Linda,

Thank you for your email dated 19th April 2021 regarding on-going concerns about the phlebotomy services at Hertford County Hospital.

I have received further information and in a position to respond.

It has been confirmed that patients at all sites under East and North Hertfordshire NHS Trust (E&NHT) are required to attend with either the hard copy of the form or the code on their smartphone; this has been a process which has been in place before the pandemic. As there were small number of patients and a wider access to the phlebotomy service pre-Covid, the administration staff were able to contact a patient's GP practice and obtain the necessary information if they had not turned up with their form or code. Unfortunately, with increasing

pressures on the administration team, they were unable to continue with this process as it was causing delays within the clinic. As a result the Trust have had to make it clear that patients must bring their paperwork with them when they attend to have blood tests.

This process is now more efficient as the information can be processed whilst the patient is waiting to see the phlebotomist which has resulted in the patient spending less time in the hospital.

I have been advised that E&NHT are moving to a bookable system which will reduce the need for paper copies as the matching required between forms and systems will be done automatically. It is understood that once this service is in place it will further reduce waiting times and streamline the process. For those patients who require an urgent blood test, walk in appointments will still be available.

I hope that the above answers your concerns. If there is anything further please do not hesitate to contact the Nursing and Quality team.

Kindest Regards

Selina Charles

Nursing & Quality Team

[East and North Hertfordshire Clinical Commissioning Group](#)

Surgery Opening Hours

Sally advised that the Partners have a meeting tomorrow evening when they will be discussing the closure of the surgery at lunchtimes from 1st June 2021. Currently no decision has been made whether closure will be on some days or all days but information will be shared with PPG members as soon as a decision has been made. The closure is time to process paperwork and to allow dedicated time for staff meetings and training.

Changes to arrangements for Ordering Medication

As discussed at our January and March PPG meetings, the Practice will be streamlining the way in which patients can request repeat medication. Currently patients can request medication by post (by sending or hand delivery), via a pharmacy of their choice, via the NHS App, Systm Online, by email and via our surgery dashboard.

It is envisaged that from 1st June 2021 the facility to order by email and via our surgery dashboard will be removed. A response will be sent to all requests received this way promoting our new arrangements. Any queries should be directed to our Prescription Team.

Sally Freeman
HR Manager