

**NOTES OF PATIENTS' VOICE GROUP MEETING  
HELD ON TUESDAY 30<sup>th</sup> MAY 2023  
AT HANSCOMBE HOUSE SURGERY**

**Members attending**

Kristina Lawson (Acting Chair), Mara Barber, Dorothy Hayward and Stella Saggars (note taker)

**1. Apologies**

Apologies were received from Sarajane Marchant and Louise Harris

**2. Review of the Meeting Notes and Action Points from the Meeting held on 4<sup>th</sup> April 2023**

Before the meeting, it had been confirmed that the Practice staff had been very busy and had not had any time to be able to give consideration to progressing many of the items outstanding from the above meeting.

There had been no progress yet on setting the date for an AGM.

There had been no Practice Report or information on the progress of the new Surgery Website, hosted by Iatro, which was 'live' in April.

The outcome of the Patient Survey had not been resolved in that no one was apparently able to access the names and email addresses of patients who expressed interest in the PVG.

The date of the next meeting had been set for Thursday 20<sup>th</sup> April 2023 at 10.30am at Hanscombe House, but this meeting could not take place because the room was being decorated.

Sally Freeman, who had been liaising with the PVG, left the Practice at the end of April. Members met briefly with Sally on 20<sup>th</sup> April thanked her for the work she had done for the PVG. Kristina will continue to liaise with Alison Anderson, the new representative.

**3. Date and venue of AGM and future meetings**

It was not possible to confirm a date for the AGM at this meeting. There was a discussion about the time and place of future Patient's Voice meetings as Hanscombe House meeting room will not be available in the evenings now that the 'enhanced hours' service has moved to New River Health (Castlegate) on weekday evenings.

Kristina will continue to liaise with the Practice about dates and venues of future meetings, including an AGM. **ACTION: KL / Hanscombe House**

**4. Practice Report/update for May**

No information was available at the meeting.

## **5. Website Update**

The new Iatro website went 'live' in April and should now be working correctly. There had been some earlier problems with the old website, when the previous provider used Hanscombe House information on the Wallace House website.

We should all make an effort to check as much of the detail as possible before the next meeting so that any comments can be forwarded to the Surgery. **ACTION: ALL**

## **6. Plans for Newsletter**

It is proposed that any newsletters will be based on generic information from the PCN and will be the same for the Hertford & Ware surgeries in the 'Hertford Heads' group. Information specific to each surgery will also be included. There is no further action to be taken at this time.

## **7. Update on any matters arising not otherwise on the Agenda**

Cancel out Cancer – the session scheduled for 8<sup>th</sup> March at Hanscombe House did not take place for various reasons of unavailability.

Hertford Heads – two members of the group regularly attend the meetings, which are held online. A Health Fair is being planned jointly with other surgeries, ideally when Wallace House has moved to its new premises in Lea Wharf (Bircherley Green). A Patient Group poster is being designed for all the surgeries. **ACTION: KL/MB**

## **8. Suggestions and improvements and future activities**

All members of the group to consider what improvements can be made. **ACTION: ALL**

## **9. Any Other Business**

The screen in the surgery showed an advert for Patient Voice – the website address given ([www.patient-voice.uk](http://www.patient-voice.uk)) is not available. Kristina agreed to ask other members of Hertford Heads if this is being advertised in other Surgeries. **ACTION: KL**

A member queried the date of the latest CGC inspection and how often these are undertaken. The last report shown on the website is August 2016. (Since the meeting, it has been confirmed that an update was done on 4<sup>th</sup> May 2023 from the information available and the CQC found no need to revise the rating at this stage). **ACTION: SS**

## **10 Dates for forthcoming PVG Meetings**

The date was agreed for the week beginning 10<sup>th</sup> July, either Tuesday 11<sup>th</sup> or Thursday 13<sup>th</sup>, the venue and time has still to be confirmed.

*The date was subsequently rescheduled to 25<sup>th</sup> July to ensure that sufficient members could attend.*