

NOTES OF PATIENTS' VOICE GROUP MEETING

HELD ON TUESDAY 5th SEPTEMBER 2023

HANSCOMBE HOUSE SURGERY

Members Attending

Kristins Lawson (Acting Chair), Linda Davies, Dorothy Hayward, Stella Saggars (note taker)

1. Apologies

Mara Barber

2 Review of Meeting Notes and Action Points from the Last Meeting 25 July 2023

- a) There has been no further progress on the patient survey.
- b) The new Patients' Voice email address has not been resolved. Chris Robson was trying to investigate the matter.
- c) If the Hertford and Ware practices within the PCN are to start to arrange joint events it will be necessary for all practices to be able to text patients.
- d) The Website update it is not always clear whether the specialist pharmacists etc. are Practice Staff or from the PCN. "Care Navigators" may be some of the current Practice Receptionists, this will become clearer in the future.
- e) The Webinars have been useful but not all members have been able to access. Kristina to contact Heather Aylward to check which webinars are available as a recording. Since the meeting Kristina has sent a link of the recording to the members at the meeting.
- f) Hertford Heads have designed a poster for all Patients' Voice groups to use this has not been signed off yet. We agreed to look at the notice board on the way out. We did this and found several of the notices could be removed. Can the board be moved to left?
- g) Kristina will ask Linda what the current position is on the Cancel out Cancer programme.

3 PVG Officers

We decided not to discuss this item in detail until the next meeting.

4 Practice Report/update for August

There was no report available and no further feedback.

5 Website Update

We agreed to try and identify sample items that differ in various parts of the site.

6 Plans for Newsletter/other Communications

Currently there is no further update. As previously reported any newsletter will be based on information from the PCN and will be the same for all the Hertford and Ware surgeries in the Hertford Heads Group.

7 Update on Matters Arising not Otherwise Covered on the Agenda

Cancel out Cancer – Kristina agreed she would ask Linda Pryor for the current position.

Hertford Heads meeting raised the issue of booking “Blood Test” online using the new system (SwiftQueue). The dates shown as available on the booking system were at least two weeks away, therefore you need to know weeks in advance of tests being needed. This is not always possible if required for Consultant appointments. Linda Pryor is investigating this on behalf of the PCN.

8 Suggestions for improvements and future activities

All members of the group to consider what improvements can be made. One aim should be to try to encourage some patients seek other forms of help, to avoid so many phoning the Surgery on Monday mornings, when this is not strictly necessary.

9 Date of Next Meeting

The date of the next meeting was agreed to be at the end of October and 24th October was proposed. This is still to be confirmed.