

# NOTES OF PATIENTS' VOICE GROUP MEETING

HELD ON TUESDAY 16<sup>th</sup> JANUARY 2024, 2.00 – 4.00pm

## HANSCOMBE HOUSE SURGERY

### Present

Kristina Lawson (Acting Chair), Dorothy Hayward, Pauline Collinson, Stella Siggers (note taker).

### 1. Apologies and introductions

Mara Barber, Linda Davies, Dianne Desmulie, Louise Harris, Sarajane Marchant

Kristina welcomed Pauline to the meeting and gave a brief overview of what we had been doing in recent times.

### 2. Review of the Meeting Notes and Action Points

The Patient Survey – a number of people expressing an interest in joining the PVG only gave telephone numbers and have not yet been contacted.

**ACTION:** Surgery Representative and Kristina to follow up.

The PVG does not have its own email address yet because only NHS staff are allowed to have an NHS address. Other patient groups seem to have resolved this issue.

**ACTION:** Kristina to follow up.

After our October Meeting we looked at the PVG Notice Board on the way out to check for any out of date information. Some of the older information was checked by Kristina and Stella with varying success. We agreed to revisit this and update the Notice Board. The PVG Notice Board was checked again after this meeting and a number of new and revised services have been added.

**ACTION:** All to review at the next meeting.

There is a possibility of producing the new PVG logo as a poster for the PVG Notice Board.

**ACTION:** Kristina to update at the next meeting.

Copies of meeting notes for 2023 and the Annual report for 2022, and the revised Terms of Reference have been sent to the Surgery for addition to the website. At the time of writing these notes the website has not been updated. There continues to be issues with the website, but they seem to depend on how the website is accessed via the drop-down menus.

**ACTION:** Kristina to confirm when these items have been added.

### 3. PVG Officers

Mara has considered stepping down as Deputy Chair of the PVG for personal reasons. As Mara was not present this is expected to be raised again at a subsequent meeting. Kristina will continue as Acting Chair for the present time.

**ACTION:** To be included as an agenda item for next meeting.

#### **4. Practice Report / update for January**

No Practice Report has been received for this meeting. Kristina has recently given Chris Robson a list of questions which have arisen since the last meeting, including PVG additions to the website, Hanscombe House Christmas & New Year newsletter, contacting potential new members of the PVG.

Dianne had queried with the Practice Manager the reason for the presence of leaflets for a new private GP practice (in Castle Street, Hertford) being on display in the waiting room. Some members said leaflets had been delivered to their homes in Hertford, but they had not seen them in the waiting room. A reply was awaited at the time of the meeting.

#### **5. Website Update**

Matters concerning the website were discussed under other headings.

#### **6. Covid and Flu Vaccinations**

We note it was flagged on the Christmas and New Year Website Circular.

#### **7. Newsletters and Communications**

Kristina circulated a copy of the 'Hanscombe House Christmas & New Year newsletter', produced by the Practice, which she had found on the website whilst preparing for this meeting. None of the other members present could recall seeing this newsletter. It was agreed to suggest that text messages be sent to patients to alert them about new information, such as newsletters, which are added to the website.

**ACTION:** Kristina to discuss with Surgery Representative

The latest draft of the new PVG Logo was presented at the meeting, Kristina will investigate getting a version of it printed and laminated for the notice board (see action above).

#### **8. Other matters arising, news from Hertford Heads and other groups**

'Cancel out Cancer' sessions (started by volunteers including Linda Pryor) will be held in conjunction with the PCN, either in person or remotely. Further information: <https://hertsandwestessex.icb.nhs.uk/stay-well-1/cancel-cancer>

Blood Tests: there is no further update on this, but Hertford Heads are monitoring any issues experienced by patients.

Wallace House Surgery patients are in the process of reactivating their patient group, in readiness for the move to the Lea Wharf site. Kristina was contacted by one of the new members, Maribel Anderson, and we assisted by providing a draft Terms of Reference and details for ICB and NAPP. Kristina met Maribel in November and at the Hertford Heads pre-Christmas get-together in December.

Linda Pryor the Chair of Hertford Heads attends the PCN meetings and reported that there could be plans for a Diabetes Podcast. We will see how this develops.

eConsult is now in operation from 7am until 1pm Monday to Friday at most surgeries in the Hertford and Rurals PCN. At Hanscombe House it is from **8am to 4pm**. However the surgeries are still receiving a large number of phone calls. The Receptionists are now available from 7.45am daily. **PVG members queried whether patients are aware of this.**

Telephone Messages – Hertford Heads is considering whether the Surgeries' automated messages are sufficiently clear or whether they cause annoyance by giving information that most patients don't need when contacting the surgery.

### **Additional Health and wellbeing services (NHS and Community Health)**

The Government is planning to expand the **Community Pharmacies** under Pharmacy First banner. These services will be available at specific pharmacies within each area. More information: [www.england.nhs.uk/primary-care/pharmacy/pharmacy-first/](http://www.england.nhs.uk/primary-care/pharmacy/pharmacy-first/).

**NHS health checks** are available for 40-74 year olds who do not have certain listed health conditions. **The PVG members were concerned that patients are not likely to be aware of this.** They are run by Hertfordshire Health Improvement Service on behalf of the NHS at various locations, such as Community Alliance Skills and Improvement Centre in Fore Street, Hertford. Advance booking is essential.

More information: [www.nhs.uk/conditions/nhs-health-check/](http://www.nhs.uk/conditions/nhs-health-check/), [Health Check Registration \(hertfordshire.gov.uk\)](http://www.hertfordshire.gov.uk/health-check-registration), [Health checks and screening – Hertfordshire and West Essex NHS ICB](http://www.hertfordshire.gov.uk/health-checks)

**Blood pressure checks** for the over 40s are also available at certain pharmacies and can be booked via this link: [www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/](http://www.nhs.uk/nhs-services/pharmacies/find-a-pharmacy-that-offers-free-blood-pressure-checks/)

**Help with health-related issues** is now available through local **Healthy Hubs** [www.healthyhubs.org.uk](http://www.healthyhubs.org.uk), [www.eastherts.gov.uk/community-and-health/healthy-hub-east-herts](http://www.eastherts.gov.uk/community-and-health/healthy-hub-east-herts)

## **9. Suggestions for Improvement**

No additional suggestions were made.

## **10. Date of Next Meeting**

A provisional date of Tuesday Afternoon 20<sup>th</sup> February 2024 was set. This was later revised when information received from the Surgery.