

**NOTES ON MEETING HELD BY FERNVILLE'S PPG LIAISON GROUP
WEDNESDAY 27TH AUGUST 2025**

All attendees were welcomed by The Chair.

The group again discussed the urgent need for a Secretary to undertake the task of preparing monthly agendas, Minute-taking and booking of meeting rooms. A reach-out was made to the patients, via the June newsletter, the PPG webpages and their noticeboard in the waiting room. It is very much hoped we will receive applications and interest in the next few weeks from both male and female patients. All we require is someone able to take notes and work on a computer and be familiar with emailing etc. Our meetings are held monthly, usually on a Wednesday at 1.30pm for 90 minutes. We may consider holding our 2026 meetings early evenings, which may attract those who work during the day.

Notes from the previous meeting were agreed.

Administration

Following attendance at two monthly meetings, the group welcomed a new member to the Liaison Group.

The Minutes of the meeting of 30th July were agreed.

Friends and Family Test

The group were very pleased to continue to see the monthly figures of patients who complete this valuable insight test. The results are very pleasing with a very high percentage of patients reporting high values to all aspects of their contact and interaction with the surgery.

The newsletter working group

Our work on compiling a newsletter for publication in September is complete. If patients would like sight of our newsletters, they should contact the surgery and sign-up to receiving these by joining our Virtual Group. If patients have suggestions for future articles please get in touch via Reception. Work is already underway on articles for the December newsletter, with 7 already prepared by the Chairman.

Access to the newsletter for those with sight-impairment/blindness

The Chairman is aware that access to the newsletter is not necessarily successful for patients who sadly have sight-impairment or are blind. She is contacting Dacorum Talking Newspapers to ascertain if they would be able to produce a podcast of each newsletter or transcribe into braille or audio.

The NHS app working group – advances and improvements to the NHS app

The Liaison Group are to attend a talk following today's meeting. We could well report-back on this for our December newsletter.

Autumn Patient Education Event

Due to the busy weekends for the surgery with the flu/covid vaccine campaigns in the autumn, it has been decided to postpone our thoughts and planning such an event until Spring 2026.

The noticeboard and webpage working group

This group have worked hard on producing new information for these public areas. It is very much hoped that through these, patients will have more awareness of the PPG and be keen to join both

the Virtual group and the Liaison group. Fernville have now elevated the positioning of the PPG link on their website to the front landing page, rather than far further down the webpages. It is hoped that patients who look at the Fernville website, will click on this link and read about the work we do.

Promoting the PPG at the flu/covid vaccination days

It is intended that some volunteers from the Liaison group will be present for a couple of hours each Saturday to promote the PPG to patients. It is hoped to secure some interest not only in the Virtual group but importantly the Liaison Group.

The walking group

Our walks have been very successful with various patients coming on different Mondays. It is a friendly couple of hours spent strolling, conversation and then a cuppa. This 'first steps' walk is every Monday, 11am at the Old White Bridge, Gadebridge Park - barring bank holidays and torrential rain! It is free to all, you must be over 18 years and if you require assistance, you are very welcome to bring a carer, who does not have to be a patient at Fernville. The Health Walk Leaders remind us that all potential walkers with certain health concerns, should consult their GP prior to joining as the walk organisers and the walkers themselves, accept no responsibility for any health issues which ensue. Please note that our walks are not independent, we attach ourselves to the Herts Health Walks. If patients wish to come along, they are asked to visit HHW website and complete the online registration form <https://www.hertfordshire.gov.uk/healthwalks> - alternatively, call into the surgery and complete a form manually – there are plenty attached to the PPG noticeboard to the left of the waiting room, and hand to the walk leader on the Monday chosen to join us. Patients are asked to make themselves known to us when they come along. We are a very welcoming, inclusive and friendly group – ranging from 12 coming some days to 30 on others – all ages, all stages of mobility/ability.

Social Prescribing Group

The talk to the Liaison Group by Fernville's Social Prescriber was postponed due to lack of attendees and is now taking place on 4th September. We have provided Social Prescribing info in our September newsletter for patients, rather than report after the talk, in our December newsletter.

Advertising the PPG

We are trying to reach far more of Fernville's patient registrations. Currently there are about 18.5k patients and roughly 925 have joined our Virtual Group. This is due to the fact that prior to October 2024, patients were not given the opportunity to join this group, since October 2024 new registrants are made aware of the PPG and can opt to join-in or remain out. Due to the rules of GPPR, the PPG committee are unable to make contact directly with patients. So how can we inform all the patients that we exist? Our newsletter can only be sent to those who have given permission to do this via text or email. If we hold information events, again, we can only inform those who have agreed to be contacted. From time-to-time, therefore, we have decided to approach patients in the waiting room, offering a newsletter and application form. Through this direct contact we hope to attract many more. We apologise if the approach is unwelcome. We are a group of volunteer patients offering to help our fellow patients to improve the already-excellent service we receive from Fernville.

With thanks for attendance from the Chair. The meeting closed at 2.40pm.

There will be a summer break during August and the next main meeting of the Liaison Group will be held on Wednesday 29th October.

27th August 2025