



**Patients' Voices – The Garden City Practice
Meeting 13 – Tuesday 10 November 2015**

In attendance: Dr Archdeacon, Sarah Ellingworth, Natalie Cox, Roz Shults, Tony Baird, David Ball, Janet Gibson, Tony Powell, Martin Norman, Rob Frost

Apologies: Suzanne Meenan

15.48 Welcome and membership

Members introduced themselves and welcomed Roz Shults to the group.

15.49 Minutes of meeting 15 September 2015

The Minutes were approved and signed.

15.50 Matters arising

SE confirmed that Facebook details would be put onto appointment cards. The search function has been updated to allow for easier access.

15.51 Declarations of interest

There were no declarations of interest.

15.52 Feedback from

(i) Flu Clinics

The Practice had now run all 3 flu clinics and SE expressed the Practice's gratitude for the help given by Patients' Voices members. The first 2 clinics had been very successful in the promotion of use of the blood pressure machines and speaking to patients about the group's work. The 3rd clinic had been comprised largely of parents with children and the machines had been used less extensively. A representative of Herts Carers had attended the last clinic, (David Cadogen), and he had shown interest in attending one of the PV meetings. The group agreed to invite him to the March 2016 meeting. MN suggested that a larger scale print out of the systolic and diastolic meanings be displayed by the blood pressure machines to aid understanding. MN also discussed the possibility of having a BMI machine in the Practice which will be considered if space allows.

(ii) CQC Day

DB thanked all those members who helpfully attend events run by the East and North Herts Trust. It is recognized that Garden City Practice is very supportive of local events. TB reported from the CQC day. It had generally been poorly attended but TB had an opportunity to speak with the head of CQC and gave a comprehensive report on the meeting. TB had reported at the meeting on Patients' Voices activities. Issues such as the 111 service, the

demise of QEII and access to hospitals had all been discussed with local transport being a key issue. It is recognised that transport, particularly to Lister hospital is difficult and expensive and after a full discussion SE agreed that it was appropriate for this to be raised through the CQC hotline. SE also asked the group for their experiences and will add the topic to the next newsletter. MN to put this on Facebook and DB and JG to raise at next week's PCG meeting.

(iii) Winter Health All Wrapped Up

A family event had been held at Hertford on 1 November. MN and TB had offered to help but Mark Edwards had confirmed that all arrangements were in place, noting and thanking all offers of help.

15.53 Self Care Week

To be updated at a later stage.

15.54 Planning for the AGM

DB reported that following a meeting with SE and JG the intention, subject to the group's agreement, would be to plan the agenda for the AGM as follows:

- DB to give a review of the past year's work by the group
- SE to report on progress from the Practice's perspective
- Elections – a Vice-Chair to be elected
- Set a target for 2016 for example, to set up the virtual group (note that Shev Smith is happy to collate responses)
- Q/As

The plan is that the meeting would last for ~ 1 hour and during this SE, on behalf of the Practice, will need to endorse the Patients' Voices work, in accordance with the constitution.

The plan was approved by the group.

15.55 Any other business

- JG referred to the minutes of the last PCG meeting at which the issue of hospital appointment cancellations was raised. PCG had asked groups to gather anecdotal evidence on the cancellation of appointments, letters not being received and notes not being available at appointments. JG asked the group to email with any examples and DB and JG will report to PCG at the meeting on 18 November.
- Also at the last PCG meeting the subject of a dropbox for patient groups' documents was suggested with the idea of sharing good practice, for example, newsletters, flu clinic flyers. The group agreed that this was a good idea on the basis that all Patients' Voices members were given access.
- TP suggested that the newsletter be added to Facebook. SE/MN to arrange.

Proposed dates of 2016 meetings:

Tuesday 12 January 2016 (AGM)

Tuesday 08 March

Tuesday 10 May

Tuesday 12 July

Tuesday 13 September

Tuesday 01 November
Tuesday 10 January 2017 (AGM)

ACTIONS

- Facebook details to be added to appointment cards
- David Cadogen to be invited to the March 2016 meeting
- Print out to be displayed by the blood pressure machines
- SE to raise transport concerns via the CQC hotline
- Transport also to be added to the newsletter
- MN will add to Facebook
- DB and JG to raise at PCG
- Anybody interested in the role of Vice-Chair are encouraged to speak with DB
- Group to email JG by 18 November re appointment cancellations
- MN/SE to add newsletter to Facebook
- JG to report to PCG that group happy to use dropbox