



Patients' Voices – The Garden City Practice Meeting 34 – Wednesday 10 April 2019

In attendance: Sarah Ellingworth, Natalie Cox, Robert Frost, Tony Baird, Michael Beckett, Janet Gibson, Colin Leeson, Paula Lawrence, Martin Norman

Apologies: Dr Archdeacon, Cliff Wilson

19.18 Welcome and membership

SE welcomed all to the meeting and noted that Roz Shults has resigned from the group. The members expressed their thanks to Roz for her contribution to the group. The Practice will organise a card and gift.

19.19 Minutes of previous meetings

The minutes of meeting 32 (9 January 2019) and meeting 33 (the AGM 6 February 2019) were confirmed and signed.

19.20 Matters arising

SE discussed the action items on previous minutes:

9 January 2019

- CL had met with Mark Edwards
- MN had put the 10-year plan notice on Facebook
- The Practice had registered as a parkrun Practice with RCGP

6 February 2019

- SE will write to local residents after the next site meeting for the new clinic
- NC & SE to discuss the location of a screen at the new clinic with particular regard to having accessibility for patients to NHS Choices
- Discussions will continue on how to promote Patients' Voices with an emphasis on using the new clinic at Birdcroft Road to promote PV literature
- SE had sent the link for the young carers' conference
- The transport issue would be discussed later on the agenda

19.21 Declarations of interest

There were none.

19.22 New premises update

SE showed the group photos of the work currently being undertaken at the new clinic, including the colour scheme for rooms for the GPs and nurses. Each practitioner will have their own dedicated room. There are 2 waiting areas, the daffodil and bluebell waiting areas. Patients' Voices members will be able to view the clinic just before the planned opening day which is hoped to be Monday 20 May.

JG will arrange this day and also the rota of volunteer guides to help patients during the first 2 weeks.

NC will arrange for badges to be made so that volunteers can be identified.

Local Councillors – SE had spoken extensively to local Councillors, particularly since the closure of Haldens. Councillor Barbara Gibson had asked what might be done to help patients with the move especially with a view to transport. SE had circulated to Councillor Gibson and to the group, a document on which parking in the area adjacent to Birdcroft was shown (supplied by the Council), and some options for transport links. This document is available to patients. SE discussed with Councillor Gibson and Mayor Barbara Fitzsimon how the Practice could support the Community Car Scheme.

Community car scheme

One of the transport options is the use of the Community Car Scheme, run by Welwyn and Hatfield CVS. The CVS is keen to recruit additional volunteer drivers, subject to the usual checks for such services. The idea is that a hub of drivers would be available for each Practice so that although it is organised centrally, and one telephone number is used for bookings, a team of drivers would be used for each Practice so that patients would become familiar with them. NC emphasised the flexibility of such a scheme and that positive feedback had been received from people who had already used it.

CL will issue the maps and transport links to the virtual group. MN will put the notice on Facebook.

19.23 PCG meeting 20.02.19

CL & TB reported on topics that had been raised at the last meeting:

Cancel-out-cancer

CL distributed a flyer giving details of this initiative and which had been circulated at PCG. The aim of the scheme is to have facilitators who have had experience of cancer and who would be happy to talk to local groups such as WI/Rotary/other Practices. Training is given by Cancer Research. The group discussed the merits of such a scheme and whether this could be run jointly with other Practices. CL will discuss how to liaise with other patient group representatives. Members of Patients' Voices indicated their interest in being considered in the scheme.

Extended Access Survey

The PCG has carried out a survey to determine how well known this scheme is. SE confirmed that Welwyn Hatfield had been the first area to use the scheme and, as such, of those surveyed, 40-50% had heard of it. A summary of the survey has yet to be shared with patient groups.

Social prescribing

PCG reported, at their meeting, the issue of patients booking in for medical appointments, but with other needs, such as social reasons being the main reason for the appointment. These might include areas of concern that required a different practitioner to the GP. It might come under the remit of a social prescriber who could, for example, access help on dependency issues, debt, citizens advice, amongst others. The Practice has been trialling a social prescriber on a limited basis and it is hoped to make them more available from the middle of the year, having a clinic for 1 day each week at Birdcroft.

Once the position is established it will be promoted more widely at the Practice.

Patient behaviour in waiting rooms

A Practice in Welwyn Hatfield had carried out a survey of behaviour in waiting rooms to determine, for example, what areas of the waiting rooms and what literature/screens patients are most interested in and use. It is noted that blood pressure machines are not widely used and the survey is helpful in determining how best such machines are located within any waiting room.

19.24 parkrun

JG reported that the Practice had its initial parkrun foray on 16 March and thanked SE and NC for their help in the volunteering roles. TB and his wife had taken part and represented the group. The aim of parkrun Practice is to encourage patients to take part as volunteers/runners/walkers. All are encouraged and will be welcomed. Parkrun would like to promote the Practice at an event in the summer. The group would like to encourage GPs/staff/Patients' Voices members/patients to take part on the date to be determined (a Saturday in summer tbc).

MN will arrange for t shirts to be printed.

NC to email GPs/staff to determine the date.

19.25 Any other business

RF asked if there had been any reduction in patient numbers since the move was announced. SE was not aware of patients that had transferred to other Practices as a result of the move.

19.26 Next meeting

The next meeting will be on Wednesday 12 June 2019 at 19:00 at Birdcroft clinic.

Actions

- **SE to organise card for Roz**
- **NC to contact Julia Parris re volunteer guide role**
- **JG to email group for tour of Birdcroft**
- **JG to organise guide rota**
- **NC to arrange badges for guides**
- **CL to issue parking map and transport links to virtual group**
- **MN to issue same document to Facebook**
- **CL to investigate how the cancel-out-cancer initiative might be organised in conjunction with other Practices**
- **NC to investigate best date for parkrun Practice**
- **MN to have t shirts printed for parkrun**