



Patients' Voices – The Garden City Practice Meeting 32 – Wednesday 9 January 2019

In attendance: Dr Archdeacon, Sarah Ellingworth, Natalie Cox, Tony Baird, Colin Leeson, Paula Lawrence, Cliff Wilson, Rob Frost, Martin Norman, Janet Gibson

Apologies: Michael Beckett, Roz Shults, Marie-Annick Leigh

19.01 Welcome and membership

Dr Archdeacon welcomed all to the meeting.

19.02 Minutes of meeting 7 November 2018

The minutes were approved and signed.

19.03 Matters arising

Communications – on the agenda for discussion.
Location for AGM – St Francis Church hall, Parkway.

19.04 Declarations of interest

None

19.05 Communication strategy

CL reported that he would be meeting Mark Edwards of CCG in the week commencing 14 January to discuss communications between patients groups and the CCG. Mark is planning to attend the AGM.

CW raised the importance of a 2-way dialogue between Patients' Voices members and patients giving patients the opportunity to raise issues via the group with the Practice. This led to a comprehensive discussion on the ways that are open to patients to raise issues with the Practice. There are diverse pathways for patients including the NHS website "https://www.nhs.uk/service-search" (from here you need to search for GP by postcode) and the Practice Friends and Family test (available online or via a card in the surgery). It was suggested that one method be used to simplify the procedure but this is not possible as some feedback is given directly to the Practice and some information is retained by the NHS. MN will place a link to the NHS 10-year plan on Facebook. CL will circulate this to the virtual group. <https://www.longtermplan.nhs.uk>

19.06 AGM final arrangements

The AGM agenda was approved and will be circulated to group members a week ahead of the meeting. In addition, the meeting will be promoted on the Practice website, Facebook, the virtual group and with details available to patients via flyers in the surgery and on screens. Patients are encouraged to attend and will be warmly welcomed.

JG suggested that for 2020 consideration be given to the AGM being held in Spring when lighter evenings might be more conducive for people to attend. The 2020 meeting will be held in the new premises and a guest speaker will be invited.

19.07 New premises update

SE reported that although considerable progress has been made, the Practice is awaiting the final signed approval from NHS England. The leases for the new building have been signed and contractors are scheduled to begin internal work on the building on 28 January. However, due the project diverging from the Premises Cost Directions 2013 (which limit funding to 66% and funding only for new buildings or modifications to existing premises) there has been a

delay in the move being authorised by NHS England. The move has verbally been approved and it is hoped that the final written authorisation will be received imminently.

MN offered practical help of Patients' Voices members to the Practice for the move if appropriate.

Ideas for the naming of waiting areas (zones) in the new premises were sought. Suggestions for the 2 waiting rooms were offered as Birdcroft Room and Parkway Room.

19.08 Volunteer celebration event 12 December 2018

(a) Parkrun – JG reported that some members had attended the celebration event on 12 December 2018 kindly hosted by CCG and organised by Mark Edwards. The event was to express thanks to volunteers engaged with GP Practices.

At this event Louise Smith, an ambassador of Parkrun had delivered a presentation in which she reported that the Royal College of General Practitioners had issued an initiative to align Practices with their local parkrun to becoming parkrun practices. Full details of this can be found at:

<https://www.rcgp.org.uk/clinical-and-research/our-programmes/clinical-priorities/parkrun-practice.aspx>

The Practice has now developed a link with the Panshanger parkrun with the aim of encouraging patients to consider going along to the free events held on Saturday mornings. It is stressed that events are for runners, joggers or walkers. All will be welcome and full details are available at:

<http://www.parkrun.org.uk/panshanger/>

Members of Patients' Voices will be attending as volunteers or as runner/walkers.

(b) Musical Minds

MN reported that a representative of Herts Musical Memories had also given a presentation on the singing sessions that are held and aimed at those with memory issues or dementia. Details can be found at the following (for which there is a small charge) which is just one opportunity available:

<http://www.hertsmusicalmemories.org.uk>

19.09 Any other business

No other business was raised.

19.10 Dates of future meetings

The next meeting will be the AGM on Wednesday 6 February 2019 at 19.00 at St Francis Church Hall:

Wednesday 6 February 2019 (AGM)
Wednesday 10 April 2019
Wednesday 12 June 2019
Wednesday 7 August 2019
Wednesday 9 October 2019
Wednesday 8 January 2020
Wednesday 5 February 2020 (AGM)

ACTIONS

- **CL to meet with Mark Edwards**
- **MN to publish link to NHS 10-year plan on FR, CL to Virtual Group**
- **Practice to promote AGM, MN to add to FB, CL to Virtual Group**
- **Practice to register with RCGP for parkrun**
- **Volunteers attending parkrun on 19 January**