



Patients' Voices – The Garden City Practice Meeting 28 – Wednesday 2 May 2018

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

18.27 Welcome and membership

TA welcomed all to the meeting. All members of the group were present.

18.28 Minutes of meeting 27 7 March 2018

The minutes of the meeting were approved and signed.

18.29 Matters Arising

SE had received a calendar from CCG of health awareness campaigns which was circulated to the group. MN will put these on Facebook at the appropriate time, with CL sending details to the virtual group. SE sought ideas from the group on other ways in which the campaigns might be more widely promoted as required by CCG. PL suggested that areas such as Workers Educational Association and University of the Third Age might support these, making flyers available in their venues. NC will source more literature and PL will discuss with WEA/U3A personnel to seek their permission.

All other actions had been addressed or were on the agenda for the meeting.

18.30 Declarations of Interest

No declarations of interest were recorded.

18.31 Premises update

SE reported that a survey had been carried out at the Parkway premises and discussions are taking place this week with solicitors with regard to the lease of Parkway clinic. Approval has recently been received for the Practice to secure tenancy rights beyond the mandatory 20-year leasehold. The Committee was pleased to hear that Welwyn Hatfield council had been very supportive during discussions to end the tenure of the Haldens and Knightsfield premises and this will be very helpful when exiting the premises particularly with dates currently unknown. The NHS Estates and Technology Transformation Fund have agreed to a 2-weekly telephone conversation with the Practice to discuss progress.

18.32 Transport

At the last meeting the group agreed that voluntary car schemes would be an important part of the continuing search for suitable transport solutions. With the important of such schemes being DBS checked further discussions will take place once the new premises are secured. A key contact will be Jackie Higham at North Herts Community Voluntary Service.

18.33 Extended Access

SE circulated a document showing use of the service since its inception on 19 March 2018. There had been a number of DNAs around this new service at

Spring House and the project team members are looking into this. Further discussion was had at the increasingly wide, but sometimes confusing, amount of different avenues for appointments and services, and the need for all patients to be aware of what is available.

18.34 HealthFest

This will take place on Saturday 16 June in Welwyn Garden City outside the Howard Centre and a CCG stand is being organised by Mark Edwards at CCG. Volunteers are welcome and anyone interested should contact NC to advise Mark Edwards. Health campaigns will be a key theme.

18.35 Carers' week

A lunchtime event will take place at Parkway Clinic on Thursday 14 June and is being coordinated by NC. This will be promoted via the screens in surgeries/Facebook, website and flyers. A text message will be sent to all known carers. MN will contact Hertfordshire Action on Disability to see if a representative might be able to attend. Patients' Voices members are encouraged to attend to support the event.

18.36 Any other business

PCG - It was noted that PCG greatly value the attendance of Patients' Voices members at their meetings.

GDPR - CL mentioned the importance of the General Data Protection Regulations. An email had been sent to all virtual group members. Without their consent it is anticipated that member numbers might appear to reduce initially. The group members present endorsed their agreement for their personal emails to be kept in the current format for Patients' Voices correspondence.

SE will put a privacy statement on Patients' Voices website with guidance from Mark Edwards, CCG.

CCG's PPG improvement plan – SE will circulate a pro-forma received from PCG for members to consider.

Weighing scales – MN initiated a discussion on the possibility of a set of weighing scales to be kept in surgeries, reflecting NHS drives on weight/BMI. This is in line with other related current suggestions in the Practice and there might be a possibility for a designated and private area to be put into the design of Parkway clinic.

70th NHS anniversary – with the NHS turning 70 on 5 July 2018 it was felt appropriate that the Practice also look at its own history. SE will write an article for the newsletter specifically looking for stories from patients who had been with the Practice for some years.

Grant Shapps – With his current campaign to 'Make Healthcare Local', the Practice will shortly be meeting with him to discuss this further.

NHS Choices – SE circulated a flyer highlighting the NHS Choices website which is akin to Trip Advisor for General Practices. This will be promoted to patients so that they can enter their own feedback, look for feedback and also as a tool for CQC.

18.37 The next meeting will take place on Wednesday 4 July 2018 at 7.00 pm at the Parkway Clinic.

ACTIONS

- **NC to source health campaign literature**
- **PL to discuss with WEA/U3A possibility of displaying healthcare flyers**
- **MN to contact HAD re attendance at Carers' Event lunch**
- **SE to put privacy statement on Patients' Voices webpage**
- **SE to circulate pro-forma re patient group improvement plans**
- **SE to put article in newsletter re history of Practice**