



**Patients' Voices – The Garden City Practice
AGM – Wednesday 7 February 2018
Held at Parkway Clinic**

In attendance: Dr Archdeacon, Dr Rimmer, Sarah Ellingworth, Natalie Cox, David Ball, Tony Baird, Janet Gibson, Robert Frost, Martin Norman, Colin Leeson

Patient attendees: Brigitte Bevan, Cliff Wilson, Paula Lawrence

Apologies: Dr Nury, Roz Shults

18.10 Welcome

DB welcomed all to the 4th Annual General Meeting.

18.11 Chair's Report on the work of Patients' Voices in 2017

David Ball gave a description of the group's constituent members who are:

- GP
- Practice staff members
- Patient members

The group's remit is to:

- Provide comment and feedback
- Represent the Practice at local events
 - Including Patient Commissioning Group which is a network of other Practice groups
 - Welwyn Hatfield Health Working Group, a Borough Council group
 - Clinical Commissioning Group
- Work and cooperate with the Practice

DB then thanked all Patients' Voices members for their work during the year and reported on specific work that had been carried out which included:

- Public engagement meetings to assess patient feedback in relation to the Practice move of premises, with particular emphasis on transport
- Flu clinics which had provided an opportunity to meet a wider group of patients
- Carers week event
- Highlighting and encouraging patients to take part in a survey on the Extended Access initiative

- Discuss the Dementia Alliance, a Borough Council initiative to improve dementia friendly access to public spaces

DB then reported more widely on the transport survey with regard to the proposed move to Parkway clinic. Patients' Voices members had spoken with organisations including Arriva Buses, the Borough Council and the CSV Community Service Volunteers. Commercial organisations needed data to support a business case for re-routing or extending current bus services. From the survey carried out at flu clinics, 483 responses had been received of which 49 indicated that they might have transport issues. This relatively low number was not sufficient for Arriva Buses to provide extra services. Similarly the Borough Council is not in a position with either funds or drivers to offer a service to the Parkway clinic. It is considered that the most likely way forward will be the use of the local volunteer service for which a small charge would be made. Discussions on this are on-going.

18.12 Practice Manager's Report on the work of the Practice in 2017

Sarah Ellingworth opened the report with feedback on the Practice from the national independent survey that is conducted. This had resulted in a very positive response for the Practice, with 90% of patients surveyed saying that they would recommend the Practice. There had been a slight dip in the area of access to appointments or the appointment system by telephone to 66% which the Practice continues to work on. The Practice had received a very positive response on patient care.

In addition, a Friends and Family survey is also carried out after appointments in which patients are asked to indicate via a card, or text message, if they would recommend the Practice. 1,200 responses had been received over a 12 month period resulting in a 94% recommendation.

The Practice always tries to seek out the reasons for a non-recommendation as a tool for improvement. The survey results are required to be reported to NHS.

SE then reported on the move to new premises. Due to bureaucratic reasons within the NHS there had not been as much progress as had been hoped when the move was first proposed.

The existing 3 surgeries are to be amalgamated into one location which will provide a sustainable future for the Practice. It is understood that people are generally cautious of change but the feedback about moving to a more suitable surgery was positive, with transport, as discussed earlier in the meeting being a key issue.

Behind the scenes the NHS property services offices are dealing with the legal issues of the move. Following significant delays a Practice complaint to the national head of the NHS Estates and Technology Transformation Fund has resulted in the Practice now being regarded as an 'exceptional project' which means that progress will now be made.

SE further reported on the flu clinics. These always hit the 75% target of patients over 64 years. The practice does well with patients below 64 years deemed at risk and with pregnant women but is slightly behind the national target (only 1 practice in Welwyn Hatfield met the target). The practice will share ideas with this practice to see how we improve next season.

The Extended Access scheme will go live from 19 March and will be based at Spring House giving appointments at the weekend and evenings. These are available for everyone but are primarily aimed at people who work and cannot easily access weekday appointments. Bookings can be made, by telephone, via Garden City Practice as usual.

The Practice is keen to support programmes such as the weight loss programme in Spring 2018, a free course for men only, and supported by Watford Football Club. Details can be found on www.shapeupherts.com

Plans for 2018 include:

- Continue with the new premises move
- Support the national drive to avoid emergency admissions
- Increase communications such as the use of social media, newsletter, monitors in the surgeries
- Promote national cancer screenings
- Promote the national diabetes prevention programme

18.13 Election

DB reported that the Constitution of Patients' Voices allows for the Chair and Vice-Chair to serve 4-year terms. The Secretary has unlimited tenure. The Vice-Chair, Tony Baird, has served 2 years and is happy to continue. The Secretary, Janet Gibson, is happy to continue. The Chair, David Ball, has served 4 years and is standing down. David expressed his thanks and appreciation of the support from the Practice and Patients' Voices members.

For the purposes of electing a new Chair, the Practice Manager, confirmed that Dr Archdeacon had volunteered as Chair. MN nominated and Dr Rimmer seconded. Dr Archdeacon was thus elected Chair unanimously.

18.14 Patients' Voices 2018 Action Plan

As Chair, Dr Archdeacon proposed that the focus of Patients' Voices for 2018 would be:

- To support the Practice with the property move
- To enhance social media presence, including a focus on NHS Choices which is a feedback mechanism
- Work with the Practice on issues as they arise
- Start a recruitment drive for more members of the group

18.15 Questions and Answers

Questions were received from patients attending:

- An explanation of the virtual group members. SE confirmed that we are recruiting and would like members of the virtual group in addition to members who are able to attend regular meetings. As a result 2 patients indicated an interest in joining. DB will forward contact details.
- It was questioned whether the Extended Access appointments could be booked online. At the moment this is not possible due

to the limited functionality of the appointment system but it is hoped that this would be available in the future

- A question was raised on the availability of appointments which can be difficult to find online. SE and NC explained that the winter season means that fewer appointments are available to book ahead as a larger number are reserved for on the day emergency appointments. This is continually assessed according to seasonal demand. On the day appointments, available from 8.30 can be for either telephone appointments or appointments in the surgery.
- The question of booking double appointments was raised and whether this can be done online. The Practice had taken the decision not to allow multiple bookings to be made online due to overlong appointments having been booked and subsequently not used. To maximise resources online appointments are limited to 10 minutes.

The meeting was then closed and warmest thanks were expressed to David Ball for his dedication and work for the group. A presentation was made.

18.16 Date of next AGM

The next AGM will take place on Wednesday 6 February 2019.