



Patients' Voices – The Garden City Practice Meeting 25 – Wednesday 10 January 2018

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

18.01 Welcome

DB welcomed all to the meeting. No changes in membership to be reported.

18.02 Minutes of meeting 1 November 2017

The Minutes were approved and signed.

18.03 Matters Arising

SE had passed thanks on to the practice staff for helping PV members at flu clinics.

MN will discuss transport with voluntary car service organisers (also discussed later on agenda).

DB had sent the transport survey to Lynda Dent.

18.04 Declarations of Interest

None.

18.05 AGM final arrangements

The arrangements for the AGM were discussed. The meeting will be held at Parkway Clinic and it is hoped that this is a good opportunity for patients to view the clinic and attend the AGM. TB will put notices of the AGM on the boards in surgeries, SE to put on website with flyers in waiting rooms/screens updated. MN to note on Facebook.

18.06 New premises update

SE reported on current difficulties being experienced on legislative issues, resulting in delays to the move to Parkway Clinic. The Practice has written to NHS England, Estate and Technology Transformation Fund, in an attempt to highlight the exceptional circumstances of the Practice to speed things along. A deadline has been set of the end of January at which point the Practice will seek further local support from Grant Shapps MP.

18.07 Transport survey update

DB gave a history of the efforts made so far to secure support with local transport. Recent discussions included an approach to Caroline Banham at the Council who administers local community buses. They are unable to consider adding Parkway clinic as an additional drop-off and a shortage of funds means that their service cannot be extended. MN and TB are to look further into the local voluntary car schemes via Carmen Dhillon (WGC area rep) and Jackie Hyme (North Herts rep), as the latter might be interested in expanding the area covered.

18.08 Virtual Group

DB reported that he would hand over the running of the group to CL with effect from 22 January 2018. DB has advised the virtual group members that the handover will take place and CL will send an introductory email. There is a potential new member of Patients' Voices but DB will speak with the individual concerned and report back.

18.09 Any Other Business

MN reported that he has been thinking of using the Facebook page to highlight specific health issues on a monthly basis and circulated some ideas to the group. The committee enthusiastically endorsed this and SE and NC will send some details to MN of suggested postings, running alongside the NHS calendar of topics, for example health screening initiatives. CL suggested that the virtual group, who might not be members of Facebook received a similar newsletter with the same topics. SE further suggested that the virtual group be sent a pdf of the Practice newsletter in addition to this.

SE reported that the Extended Access Service, discussed at a previous meeting, will go live from 19 March 2018. Welwyn Hatfield has been nominated as the first locality to offer this service which will give patients additional appointments at Spring House during weekend hours and evenings, with both GPs and nurses:

Evenings – 6.30 pm – 8.00 pm

Saturdays – 08.00 am – 4.00 pm

Sundays – 08.00 am – 12.00 noon

Local GPs will be based at the hub and appointments can be made via the Practice, noting that GPs/nurses will come from other Practices in addition to the Garden City Practice.

DB closed the meeting, his last as Chair and gave his thanks to the Practice staff and PV members for their help over the last 4 years. SE and the committee extended their sincere thanks for David's loyal work as Chair of Patients' Voices, recognising his time and continued guidance given during the past 4 years.

All are invited to drinks at the Doctors Tonic following the AGM to say thank you to David.

ACTIONS

- **TB to put AGM agenda on notice boards, SE to put on website, MN to put on Facebook**
- **MN to discuss voluntary car scheme**
- **TB to discuss car scheme with Jackie Hyme**
- **SE to send suggested health postings to MN for Facebook**