



**Patients' Voices – The Garden City Practice  
Meeting 24 – Wednesday 1 November 2017**

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

Apologies: Natalie Cox

**17.50 Welcome**

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

**17.51 Minutes of meeting 5 July 2017**

The Minutes were approved and signed.

**17.52 Matters Arising**

SE reported that work continues on the newsletter.

DB advised the group that the issue of Chair was still under discussion and will email the group as soon as this is finalised.

**17.53 Declarations of Interest**

None.

**17.54 Report back from PCG 10.04.17**

DB and TB had represented the Practice at the last PCG meeting.

DB reported that Spring House now has an active PPG.

DB has resigned from PCG alongside his resignation of Chair of Patients' Voices.

**17.55 Flu clinics and result of Transport Survey**

DB reported that it had been agreed that Patients' Voices would take the opportunity at this year's flu clinics to carry out a survey to collect data specifically relating to transport. The aim is to be able to provide bus companies, where appropriate, with data to make a business case for a change in bus route for the new Practice location.

DB thanked all involved in carrying out this work and specifically the Practice nurses for encouraging patients to complete the questionnaire.

Analysis of the transport survey was circulated to the group. In summary, of 483 people who completed the survey, just 49 reported potential difficulties in accessing the new premises. The relatively low number indicating problems does not provide a sound business case for bus companies to change or relocate journeys. The group noted that those attending flu clinics and this accompanying data is a good representation of those that we might expect to experience difficulties in transport. In light of this questionnaire feedback the group agreed to focus effort on voluntary services and car schemes that operate in the local area.

DB further reported on correspondence from Joanna Harding who organises a community bus service and might be able to provide details of potential assistance. One caveat is that the bus runs to a timetable which would need to coincide with the appointment system but DB will contact Ms Harding to discuss.

A further option is the local volunteer car service. MN will investigate and report back.

DB to send the survey analysis to Lynda Dent at CCG.

### **17.56 Property Update**

SE reported that although the move will definitely take place, at the moment there has been little movement from NHS England with regard to the next stages. An update from them is expected in November 2017.

### **17.57 AGM draft agenda**

A draft agenda for the AGM was circulated. It is suggested that the Parkway clinic is used as the venue to give people the opportunity to see inside. This is to be confirmed as availability is dependant upon building work.

The next newsletter will give details of the AGM, along with flyers and notification from Patients' Voices on Facebook.

SE will take the chair upon the resignation of DB at the AGM and will conduct the vote for the new chair.

The group agreed that the action plan for 2018 will be to improve social media particularly the use of NHS Choices, the national forum for feedback. The group will also vote to continue its support for the move of the Practice.

### **17.58 Dates of next meetings:**

Wednesday 10 January 2018  
Wednesday 7 February 2018 (AGM)  
Wednesday 7 March 2018  
Wednesday 2 May 2018  
Wednesday 4 July 2018  
Wednesday 5 September 2018  
Wednesday 7 November 2018  
Wednesday 9 January 2019  
Wednesday 6 February 2019 – AGM

### **ACTIONS**

- **SE to pass thanks to Practice staff for support in flu clinics**
- **DB to contact Joanna Harding**
- **MN to investigate the local volunteer car service**
- **DB to send transport survey analysis to Lynda Dent**