



## **Patients' Voices – The Garden City Practice Meeting 23 – Wednesday 6 September 2017**

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

Apologies: Roz Shults

### **17.39 Welcome**

DB welcomed all to the meeting.

### **17.40 Minutes of meeting 5 July 2017**

The minutes of the meeting held on 5 July 2017 were approved and signed.

### **17.41 Matters Arising**

SE noted that the flyers had not been sent from CCG with regard to the questionnaire, due to workload.

Mark Edwards of CCG had expressed his appreciation of the high response rate (3%) to the extended access questionnaire.

### **17.42 Declarations of Interest**

There were none.

### **17.43 Property Update**

SE reported that the project continues to move forward. The Welwyn Hatfield Times had recently run a favourable article about the move. Reporters had published the story following the consultation document that they had seen on the Practice website. The printed copy of the article was particularly positive and in response the Practice had received further enquiries and discussion with individual patients. There are some current delays on the project which stem from NHS England. The local CCG property division remains very supportive.

### **17.44 Transport Update**

DB reported that following the limited success with the bus companies he had contacted local councillors. He had recently heard from Fiona Thompson who confirmed that no help with funding was possible from the Council to support additional transport or to put pressure on local bus companies. Equally the Practice does not have funds.

The bus companies require hard data to put forward a business case and with this in mind, and following discussion with CCG, the group agreed that a short survey of patients would be carried out at the forthcoming flu clinics. This would catch the demographic most likely to be concerned by the transport issue. This data would then be available for the Council/bus companies at a later date following analysis. A questionnaire was circulated for discussion. CL noted that it needed to answer the questions that the Council/bus companies

are looking to ask and as a result a slight amendment was made to make the questionnaire more quantitative.

The questionnaire is to be distributed at the flu clinics and offers to help were made as follows:

16 September – Guessens Road – Colin Leeson, Rob Frost

23 September – Knightsfield – Tony Baird, Martin Norman

7 October – Guessens Road – David Ball, Janet Gibson

Clinics start at 08.30, group volunteers to arrive at 08.20.

#### **17.45 Electronic Prescribing Service**

Some concerns had been expressed about the efficiency of the Electronic Prescribing Service. It was pointed out that the system was new but was now beginning to settle in. The Practice noted the comments and indicated that they would be included in the continuing dialogue that exists with Pharmacies. SE will remind patients in the winter newsletter that it continues to take 2 working days to turn round a prescription request.

#### **17.46 Statement from David Ball**

DB reported to the group that he intends to stand down as chair after 4 years at the February 2018 AGM. He will not be seeking re-election. He has very much enjoyed his time as chair but with other commitments, and having been in post for 4 years he wishes to resign the position. DB will now tell Mark Edwards and Lynda Dent at CCG. He will happily work with the new chair for the first few months. DB will also then step away from the group but is happy to remain a virtual member.

The group expressed its gratitude for all the work and time committed by DB and the professional and diligent manner in which the role of chair has been undertaken.

An initial email discussion to discuss the next steps will now be taken.

#### **17.47 Proposed dates for 2018-19**

With the AGM now taking place in February 2018 we will use meetings in January and March as pre and post-AGM meetings. All provisional dates were agreed:

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

#### **17.48 AOB**

MN offered to help SE with the newsletter if appropriate. SE thanked MN for the offer. At the moment there are specific issues and new initiatives that need to be discussed with the Practice before the newsletter is ready to be drafted. In the meantime DB will provide some text from the group perspective.

TB mentioned the high ranking of the Practice within the latest nationwide patient questionnaire and will forward details to SE.

#### **17.49 Dates of next meetings:**

Wednesday 1 November

Wednesday 10 January 2018

Wednesday 7 February 2018 (AGM)

#### **ACTIONS**

- **SE & DB to amend questionnaire**
- **SE to include EPS in next newsletter**
- **Email discussion on election of chair of group**
- **DB to provide paragraph for newsletter**
- **TB to send patient questionnaire to SE**