



Patients' Voices – The Garden City Practice Meeting 16 – Friday 29 July 2016

In attendance: Dr James, Sarah Ellingworth, David Ball, Martin Norman, Tony Baird, Janet Gibson

Apologies: Suzanne Meenan

16.21 Welcome and membership

DB confirmed that membership had remained the same as last meeting.

16.22 Minutes of meeting 10 May 2016

The Minutes were signed as correct.

16.23 Matters arising

There were no matters arising that were not covered in the agenda. MN confirmed that he had completed and submitted the NAPP questionnaire.

16.24 Declarations of Interest

None. MN advised the group that he was interested in volunteering for the role of Trustee at Healthwatch Hertfordshire. The group confirmed that they saw no conflict of interest and encouraged MN to apply.

16.25 Report on Carers' Event 1 June 2016

DB, TB and MN had attended the event at Haldens and had received very positive feedback from patients. It had proved to be a good network, introducing carers to each other and to the services available to them. Literature had been available that had been produced by Carers in Herts. Particular emphasis was given to the Carers' Passport which entitles holders to discounts locally. DB suggested that the leaflets be available in surgeries. Thanks were recorded to Natalie Cox and Tracey Lockyer (Carers' champion). The group discussed the viability of holding such events regularly.

16.26 Report on HealthFest 21 May 2016

The event was attended by DB, SE and JG, alongside Mark Edwards from CCG. Although the stall had attracted a lot of attention it was seen to carry mixed messages. CCG are promoting general well being and health care information. The PV members are looking to promote patient groups. A discussion on how best to manage this at next year's event was had and DB agreed to speak to Mark Edwards, with one solution being that PV group have their own stall.

16.27 Progress on the Virtual Group

DB reported that 71 people had signed up for this which is a very successful recruitment drive. DB will send an initial question to the distribution group with the email as a BCC and copied to SE. SE suggested that the first question might relate to the new EPS – Electronic Prescription Service – recently rolled out at the Practice. The group agreed that this would be an excellent introduction to the Virtual Group. SE will draw up the question for DB to issue. MN will put a note about EPS on the Facebook page.

16.28 Welwyn Hatfield Dementia Action Alliance

Mark Edwards had given a presentation to the Practice which has stated its wish to become part of this alliance. The premise is that local institutions are encouraged to make small steps to make their environment a dementia friendly area. The group discussed the idea and agreed that it would be appropriate for PV to join the Practice group and work alongside. DB will invite Mark Edwards to meet the PV members and a list was circulated from Dementia Action Alliance on how to get involved -

http://www.dementiaaction.org.uk/assets/0001/5061/Getting_Started_270215.pdf

DB will also speak to Tony Powell regarding the possibility of setting up walks specifically related to the Alliance.

16.29 Practice Report

At the recent CQC inspection DB had been asked by the inspector about a regular report from the Practice to the group as a standing item on the agenda. The group raised concerns about the related confidentiality issues and whether as a group we have the remit to get involved. It was agreed that the annual report, (drawn up from questions sent by the Complaints Audit authority randomly and independently to patients nationwide) would be available annually at the May meeting of the PV group. The friends and family returns will be available at the PV AGM.

16.30 AOB

SE reported that at the Annual Audit, Garden City Practice was ranked 4th in the CCG, a commendable result.

DB advised the group that due to changing commitments, meetings will now take place on Wednesdays, subject to agreement from group members. New dates for September and November will be circulated.

DB has been asked by Lynda Dent of CCG if there are any volunteers for Quality Visitors. This involves meeting patients to discuss their NHS story. Training will be given. DB will ask Lynda if we can send the request to the Virtual Group.

SE confirmed that the CQC report will be published on the website.

ACTIONS

- **DB to speak to Mark Edwards re HealthFest**
- **SE to provide Virtual Group question to DB**
- **MN to note Facebook re EPS**
- **Mark Edwards to be invited to give presentation re Dementia Action Alliance to group**
- **DB to email Tony Powell re dementia walks**

- **The Annual Complaints Audit to be noted on each May PV meeting**
- **DB to email group re changing meeting days to Wednesdays**
- **DB to speak with Lynda Dent re Quality Visitor volunteers**