



Patients' Voices – The Garden City Practice Meeting 15 – Tuesday 8 March 2016

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

Apologies: Suzanne Meenan

The meeting was preceded by a presentation from David Cadogan of Carers in Hertfordshire. The group took part in a short exercise which highlighted how difficult it can be to identify carers, with such agencies involved as GP practices, schools, social workers.

David Cadogan had attended a Caring with Confidence course which is a 5-week course provided by Herts County Council.

There will be a carers week 6-12 June to engage with carers and supporters. The group agreed that it would like to support such an event and include Tracey, the carers champion for the Garden City Practice. SE to discuss the most appropriate type of event with Tracey and liaise with DB and JG. DB & JG will report this to PCG.

16.08 Welcome and membership

The Chair, David Ball, updated the group on membership changes. Tony Powell had offered his resignation (but with interest in being a member of the virtual group). 2 new members had been identified, Caroline Powell and Montse Day.

16.09 Minutes of meetings 10 November 2015 & AGM 12 January 2016

Both sets of minutes were approved and signed.

16.10 Matters arising

There were no matters arising that were not covered in the agenda.

16.11 Declarations of Interest

None.

16.12 Virtual Group sub group

DB reported that he, MN, SM and SE had met recently to discuss how to proceed with this issue. It had been agreed to launch a campaign in May 2016 to raise awareness. A discussion was had amongst members of Patients' Voices and it was agreed that the group would have a framework of 3 principles:

1. To ask questions of the group that had been raised by the Practice.

2. To ask questions that Patients' Voices wish to seek an opinion on for submission to the Practice.
3. To encourage virtual group members to raise their own questions.

Concern was raised at the title (Virtual Group) which might be seen as too remote and MN suggested 'Your Practice Your Voice' which was warmly received and approved by the committee.

MN circulated a draft flyer for the group and it was agreed that DB and TB would look at this with a view to setting it out in bullet point form, and preferably in colour. MN generously offered to help with printing.

16.13 Any other business

MN raised the issue of Personal Health Budgets which was a topic raised at a meeting he had attended on behalf of Patients' Voices and which had received negative press. SE confirmed that this is a CCG based item which includes issues such as social care/therapy and is handled by CCG and not directly at patient/practice level.

JG mentioned the 'Choose and book' system which PCG had asked all patient groups to discuss. SE confirmed that it has been used in the practice but with mixed success due to limitations on the system, for example it is time dependent with passwords for booking having a deadline, and with older patients preferring to receive one letter with one definite date. DB & JG will report this at PCG.

This was the last meeting that Dr Tina Archdeacon would attend before maternity leave. The group thanked her for her support and wished her all the best for her maternity leave.

16.14 Dates of next meetings

Tuesday 10 May
Tuesday 12 July
Tuesday 13 September
Tuesday 01 November
Tuesday 10 January 2017 (AGM)