



**Patients' Voices – The Garden City Practice
Meeting 38 – Wednesday 8 January 2020 held at Birdcroft Road clinic**

In attendance: Dr Archdeacon, Sarah Ellingworth, Natalie Cox, Martin Norman, Paula Lawrence, Anthony Dennis, Martin King, Sheila Wintle, Colin Leeson, Tony Baird, Janet Gibson

Apologies: Michael Beckett, Rob Frost, Cliff Wilson

20.00 Welcome and membership

MN welcomed all to the meeting and advised that he would co-chair this with Paula Lawrence.

20.01 Minutes of previous meeting

The Minutes were approved and signed.

20.02 Matters arising

Have you say fliers – SE reported that these had been done and were available on notice boards and online.

Instagram account – MN reported that this is being set up and will be circulated to the group for information.

Dementia café – SE circulated a flier with details of the café that is being held twice per month in Digswell Village Hall. SE will promote to patients and the Practice will consider holding a one-off introductory event at the clinic. It was noted that Hertford Theatre also holds dementia friendly film screenings. AD agreed to look into this further to see if similar events might be able to be held at Campus West.

20.03 Declarations of interest

There were none.

20.04 Flu Clinics

JG reported that these had run smoothly and the assistance of PV members is appreciated by the Practice. 3 clinics had been held and the Practice is working towards its target of 75% of patients in the > 65 years of age group having the vaccination. There was further discussion on the means by which eligible groups would be contacted in winter 2020.

20.05 Communication Strategy

Virtual Group - CL asked the group if the virtual group should be continued as it has received little by way of incoming email traffic. The group felt that it could still be a useful device and will continue to run it using eConsult as a test run (to be discussed later in the agenda).

NHS APP

The NHS app has received mixed reviews and the group confirmed that its members would use it and report back. Further details on the services available on the app can be found at:

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Self check-in posters – MN confirmed that he would design new posters for the waiting room to encourage use of the check-in screens.

20.06 Primary Care Networks

CL reported on the meeting arranged for 22 January 2020 for Patients' Voices members at which Andrew Tarry and Sarah Ellingworth would make presentations on the plans and initiatives of the Primary Care Network which encompasses Garden City Practice, Hall Grove and Spring House. Ideas to be discussed include a forum for young carers and talks such as the Cancel Out Cancer held in 2019. The 3 Practices aim to share information resources and public events. Angela Smith (the Practice's social prescriber) would also be invited.

20.07 Charter House PPG activity

CL reported that following a meeting of PCG an email group of members to share ideas had been set up. It has proven to be helpful in identifying healthcare policies that will be coming up but the email system itself requires some management.

20.08 Feedback from CCG questionnaires

All NHS England Practices had sent a questionnaire with a remit of 2% of patients completing and returning this. The Garden City Practice had achieved this.

Following the feedback on the CCG questionnaire an action plan had been compiled by the Practice to address some of the issues that had been raised, specifically:

1. Waiting for a routine appointment:

- (a) the Practice has increased the number of appointments that the physio, now at the surgery, can offer. For example, the physio can refer to the musculoskeletal service at the Urgent Care Centre without referring to a GP thus reducing the demand on GP appointments.
- (b) eConsult is a new service to be launched in Spring. All Practices will need to have the system in place which will allow patients to contact the Practice via a preformatted online form. This will then be assessed by the Practice and a response given to the patient within 24 hours. Similarly a part-time pharmacist will also be available for some routine appointments such as medication reviews.

2. Difficulty getting through on the phone:

It is anticipated that once the eConsult system is in place telephone calls and waiting times will be reduced. The Practice will be employing a new member of staff mid-January 2020 and will promote the use of EPS (electronic prescribing system) which will all help to free some of the time for calls.

3. Parking at the new clinic

The Council are to launch a consultation regarding the provision of 6 new parking bays in Birdcroft Road. It is hoped that this will take place in Spring and AD has agreed to check progress with the Council.

The Group endorsed the action plan.

20.09 Centenary celebrations

The group discussed appropriate ways of promoting the Practice and healthcare during the 2020 Welwyn Garden City centenary celebrations. It was not felt that a float during the carnival could be effectively used but will look into having a stall to promote various healthcare initiatives and also display a timeline of the Practice which is the eldest in the town. SE will discuss what might be available with the organisers.

20.10 AGM

The agenda was largely approved with the target of Patients' Voices for 2020-21 to be discussed at the March meeting.

20.11 Any other business

PL and MN raised several topics that they would like the group to consider for future promotions/events. These included 'Know your menopause' and mental health awareness. Discussion will continue at the next meeting.

20.12 Date of next meeting

Wednesday 11 March 2020 19.00

Actions

- SE/NC to include Dementia Café in newsletter
- AD to research the dementia friendly film screenings
- SE to contact organisers of centenary celebrations
- SE to invite the social prescriber to the PCN meeting
- Members to try NHS app
- MN to design self check-in posters
- AD to contact Council on parking consultation progress