

## HANSCOMBE HOUSE PPG ZOOM MEETING : Notes capture

Date of meeting : August 18<sup>th</sup> at 6.30pm

Dear all,

Thanks very much for your support at our second Zoom PPG meeting of 2020 and sorry we ran out of time !

I attach some high level notes from the meeting which I hope captures the essence of our discussions along with some extra feedback from Sally Freeman the HR Manager at Hanscombe House (see below) .

### PPG CHAIR - OPPORTUNITY

I thought I would also take this opportunity to share with you that I shall be leaving Hertford, so if we have a willing volunteer to lead the Zoom calls from December - that would be great.

It's an excellent opportunity for a new face to get involved in leading the PPG (I have only been doing it for less than a year and am still learning ...), so please let me know via email or feel free to contact Sally Freeman/ Dr Oates direct...whichever. Please spread the word, as there may be others in your network who may have an interest. Thankyou.

### WELCOME TO A NEW MEMBER

A big welcome to Kristina Lawson as a new member of the Hanscombe House PPG and who I hope can join the October meeting. Kristina has transferred from the Ware Road Surgery. Welcome and thanks for supporting us.

### MEETING NOTES

**ATTENDEES** : Frances, Alison, Anne & Michael Nottage, Dianne, Veronica, Stella, Mary, Dr Oates, and Maryrose (chair & notes)

**GUEST** : Carol Whittle from Carers in Hertfordshire

**APOLOGIES** : Sarajane, Howard, Anni, R Anna N

**NOTES from previous meeting** - accepted / no amendments made.

**Carers in Herts** - Carol provided a high level overview of what Carers in Herts is all about, who it serves and the types of activities and services they offer. I would encourage you to check out their website which is [carersinherts.org.uk](http://carersinherts.org.uk) and you will find lots more information. For the purpose of these notes, let me share a paragraph from their website...

"Carers in Hertfordshire provides advice, information and support to unpaid carers - people looking after someone who is elderly, disabled, has a physical or mental illness or who misuses drugs or alcohol.

They support care for all ages and their services are free to carers ". Carol shared that the current range of carer ages is 4 to 101 !

**Practice Report** - Dr Oates shared the practice report this month (Note-Anna Noone is no longer with the surgery and for now, the role of PPG link is being picked up by Sally Freeman, HR Manager)

Appointments - phone triaging continues with some appointments conducted via video link.

- e-consult is another mechanism to support patients which is offered by the surgery

- as we move towards colder weather, the waiting room and queue system will be a

challenge and so needs to be monitored by staff

Flu vaccine - there will be a Hertford wide flu vaccine programme which will take place at the Hertford Theatre - details to be confirmed.

Practice List - 11,708 patients with an average of 100 new patients registering per month. Dr Oates expressed concern about this continually increasing figure, especially with a waiting room that can only hold a handful of patients.

Staff update : Pharmacist - moving to supporting 4 days per week.

; GPs - looking to bring on board an additional GP to ease work-load

: Receptionists - 2 new members of staff have started to handle the increased workload,

- : Surgery nurse able to support in additional duties
- : National obesity campaign - surgery awaiting to hear about any specific directives

**HSJ article on Shielding** : Dianne brought to the PPG's attention an article entitled "talk to shielding people before time runs out". It is about calling out to identify who in our communities are shielding, making sure we understand their needs,

recognising the physical and mental health impact of the pandemic on this group of individuals and communicating a plan with them. Possibly a role to be shared between GP surgeries and social prescribers, as a starter ?

To capture voices, a 6mn project has been set up by National Voices and you can encourage participation via our [voices.co.uk](https://www.voices.co.uk)

The meeting ended at this point but we were just about to come to a close.

**PPG DAY CHANGE REQUEST :**

Dr Oates has asked would we mind changing our PPG meetings to a Monday ? If it is OK with you all, I have suggested Monday October 19th (6.30pm ) so please put this date in your diary.

Thankyou.

Kind regards and have a good September.

Maryrose

**PS. I HAVE ADDED 3 ATTACHMENTS WHICH I HOPE YOU FIND USEFUL.**

1. Here is the most recent copy of the Local Resilience Forum newsletter dated August 28th.

2. FROM SALLY AT HANSCOMBE HOUSE SURGERY :-

A couple of items the Practice is pleased to share are:

- The results of the 2020 Patient Survey, link below. The Practice is delighted with the overall scoring and for being rated second highest in the ENHCCG. The Practice has began to compare the data with the data from our 2019 patient survey to see where improvements have been made year on year and to build upon the 2020 feedback received, working with the PPG to make further improvements where we can. Please can you include the 2020 Patient Survey as an agenda item at your next PPG meeting?

**NOTE to PPG members - you can take a look at this GP survey website via [gp-patient.co.uk](https://gp-patient.co.uk)**

- A couple of cycle racks are on order and once they are in place please can an article to encourage both usage and perhaps a healthy lifestyle be included in your next Newsletter. It would be really nice to include that their purchase was as a result of a previous patient survey "You Said, We Listened" and it would be lovely for patients to see that their feedback has been acted upon. Due to COVID-19 the CCG allowed practices an extension until 30th September to address the actions.

3. NAPP (National Association for Patient Participation) - news from June, but as it relates to Coronavirus Shielding, thought you may find it useful.

## **NAPP Ebulletin 153 – June 2020**

### **Radio broadcast – 19 June 2020**

#### **Coronavirus Shielding: Are Patients Voices Being Heard?**

Approximately 2.2 million people have been strongly advised to stay at home by the Government during the coronavirus pandemic, as they have been identified as ‘clinically extremely vulnerable’ and therefore in need of shielding. People who are shielded have been advised not to leave their homes or gardens, including for exercise, shopping or to go to work. However, of the 2.2 million quoted, how many of these individuals are sufficiently informed that they have this status, and all that this implies?

Although the Government’s shielding guidance is advisory, there was and has been little engagement with Patient Participation Groups (PPGs) to establish the needs of this large group of patients. In fact, on the 19th March, NHS England published guidance that enables Clinical Commissioning Groups (CCGs) to suspend all engagement with PPGs, with an option to discontinue the collation and reporting of patient experience data, as well as to delay responses to complaints and cease any local meetings of patient groups. It is disappointing at a point in time when patient empowerment and engagement (particularly of the most vulnerable) are most needed, that this decision was made. Since our broadcast, it has been announced that from Monday 6 July, shielding guidelines will be relaxed and that at the end of July, people will no longer be advised to shield.

Ideally, N.A.P.P as the national organisation representing PPGs, should be directly involved in decision-making within the NHS as there are real concerns surrounding the suspension of vital engagement processes precisely when they are most needed. Furthermore, questions are being raised as to whether patients’ voices are being heard at all during this crisis.

‘Patient engagement’ means involving patients from the outset, as they can provide valuable insights into what is needed both for themselves and their community. In addition, without hearing patient voices, do we really know how effective the ‘stay at home’ message and other important communications have been?

The latest figures released by the Office of National Statistics reveal that that up to half of people who are shielding from Covid-19 have left their home against the Government’s advice - mainly due to the pressures of work and isolation. And worryingly, a third of those shielding said their mental health had worsened during lockdown, particularly for those under 60. A fifth had been unable to access certain types of healthcare, such as tests or scans, and a tenth had had no access to care. A fifth also said that their existing condition had gotten worse in lockdown.

Whilst we navigate our way out of the lockdown, and protect the most vulnerable when lockdown is lifted, communication is vital in order to make sure that patients’ needs are met. Therefore, more than ever engagement with patients is needed.

On Friday 19<sup>th</sup> June 2020, On Air Media were joined by Dr Patricia Wilkie, OBE, President of The National Association of Patient Participation (N.A.P.P), Dr Folarin Majekodunmi, Chairman of N.A.P.P., and Gemma Jackson, Patient Participation Group (PPG) Chair of Thornton Practice Wyre Lancashire, to discuss the importance of PPGs in supporting patients through this crisis.

You can listen to both the recorded highlights and the Podcast via our YouTube Channel [here](#).