

Hanscombe House PPG Meeting Notes

Date : Monday October 19th 2020

Attendees : Frances Lewis, Michael Nottage, Ann Nottage, Stella Saggars, Kristina Lawson, Sarajane Marchant, Dr Anita Oates (HH surgery), Sally Freeman (HH surgery), Veronica Frazer, Alison Pearce and Maryrose Brennan (chair & note-taker)

Pre-meeting materials sent to PPG attendees (for information prior to the meeting) :

- 1) Patient Transport link (awareness of changes to hospital transport to London hospitals)
- 2) FOR AWARENESS ONLY –A Mount Vernon Patient engagement programme has been set up with direct input from patients with relevant experiences. PPG members were asked if they would like to be involved, should they have experiences to share. Contact Maryrose. POST – MEETING summary slide shared below for info (patient engagement events finish at the end of Nov).

[What is the Mount Vernon Cancer Centre Review?](#)

- The review is looking at all of the cancer services provided by Mount Vernon Cancer Centre and thinking about how they might need to change in the future.
- This includes outpatient chemotherapy, nuclear medicine, brachytherapy and haematology, provided by the Mount Vernon team, as well as radiotherapy and inpatient services.
- These services are provided at Mount Vernon, but oncologists from Mount Vernon also run outpatient clinics at many local hospitals in the areas patients come from.
- Patients generally come from Hertfordshire, Bedfordshire, North West London, North Central London, Berkshire and Buckinghamshire, as well as a few from further away.

Background information on Primary Care Networks (PCNs) – you may have heard this term in various patient or healthcare newsletters over recent months . Please check out the [East & North Herts CCG](#) website and you can find some more detail. Here are 2 extracts from the website.

Twelve ‘Primary Care Networks’ (PCNs) have been established across east and north Hertfordshire in a move designed to improve local or ‘primary care’ NHS services.

By encouraging GP practices to work more closely together in groups, together with other health and care staff in their local area, Primary Care Networks (PCNs) aim to provide more proactive, personalised, coordinated and joined-up health and social care.

Hanscombe House surgery is one of 4 surgeries sitting within “Hertford & Rurals” PCN (a total patient population of ~51,650), along with New River Health (resulting after the merger between Castlegate and Church Street) , Wallace House and Watton clinic.

As of October 2020, we now have a patient representative on the Hertford & Rurals PCN and we hope to be able to share pertinent patient information through our PPG and hence via our meetings.

AWARENESS ITEM : “Cancel Out Cancer” session for patients – offering to Hanscombe Patients by trained volunteers. Veronica from our HH PPG and Michael Carn, chair of Upper Lea Valley Patient Locality Network (PLN) have offered to conduct such a session, at a timing suitable to the surgery. Sally is aware of this offer and will confirm next steps.

Hanscombe House Surgery report (Sally / Dr Oates)

Note: Silicon Practice Ltd is the name of the company who run our Hanscombe House website and the website product is called "Footfall".

Sally has kindly agreed to request the specific Footfall analysis in advance of our PPG meetings and here are a few pieces of data to share :-

- a) 851 contacts (ask GP/ask nurse)
- b) 126 e-consult queries
- c) Number of registered patients = 11,783, as of Oct 19th.

Workload at Hanscombe House – all staff have been extremely busy through Sept/October and these pressures are being felt right across all roles in the surgery. The PPG wanted to express their sincere thanks to the staff and were keen that all patients were fully aware, particularly as we move into this period of "winter pressures", alongside the COVID19 global pandemic. A follow up communication will be sent out.

Staff update : New GP to start at the Practice from December 1st
Additional Pharmacy support from mid November
Pharmacy Technician has started
New care co-ordinator to be confirmed
Receptionists – increased to 7

Coronavirus (COVID 19) : please see the updated summary of the latest guidance on the surgery website. This is updated by staff frequently, based on latest NHS guidelines. There is also a COVID-19 support room on the website with some general information and a link to an urgent public health clinical trial where patients with COVID-19 are being sought (PRINCIPLE STUDY). It is important that patients continue to attend the surgery for appointments and their regular health checks, even during these challenging times. Appointment guidance can be found on the website.

FLU Clinics : these have been running for a few weeks and patient feedback highlights they have been going extremely well with lots of positive feedback. There will be further information on the availability of the vaccination over the coming weeks for the 50-64 year old category.

Other topics : Detailed Face Mask information – best reference is on the Government website & also try [Herts Valley CCG](#) where there is additional info. (F Lewis)

Increased number of dwellings in the Sele Estate area – Veronica to check on S106 (planning obligations between local authorities & developers). (M Brady)

Next PPG Zoom meeting : Monday Nov 30th at 6.30pm

New Members – anyone reading this on the website for the first time, please consider joining our Zoom PPG meetings, you'd be very welcome (check out the Hanscombe House website/ Patient Participation page). We are very keen to diversify our group with patients from a wide variety of backgrounds, so if you are interested in public health, care and well-being at a local level – pls join our 1 hour Zoom calls. In parallel, we are also looking to identify a new chair from January/February 2021. Please get in touch if you fancy supporting this role by contacting the surgery or dropping an email to hanscombe.PPG@nhs.net Thanks very much.