

Hanscombe House Patient Participation Meeting: notes from our meeting Tuesday 19 October 2021

Present : Veronica Fraser (chair), Dianne Desmulie, Rachel Garril, Stella Sagers, Frances Lewis, Mary Brady, Kristina Lawson, Sally Freeman (HH), Alison Anderson.

Apologies: Alison Pearce, Sarajane Marchant, Louise Harris.

Welcome Chair welcomed all to the meeting with a special welcome to Alison Anderson, Reception Manager who is replacing Sally Freeman as our main link with Hanscombe House.

Minutes No update on a PCN wide Zoom Licence. VF to chase. Facebook PPG Group benefits and disbenefits discussed and agreed not to proceed at this time. The Hot Hub (currently at The Maltings, Ware) was explained as a site for treating patients who are possibly Covid infectious.

HH Practice Report Patient list size continues to grow. Flu and booster jabs are progressing well. For Flu – call the surgery; for Covid Boosters patients should wait to be contacted. Timescales for boosters vary for practice to practice.

PPG Membership we hope to recruit more members and all current members are asked to try to recruit a fellow patient. A suggestion that flu and Covid booster sessions were a good opportunity to promote membership of PPGs generally was enthusiastically received. VF thought that we had display boards but leaflets and volunteers to hand out leaflets would be needed. VF to raise with other PPGs in Hertford and Ware.

Section 106 following a long and useful discussion we agreed that there should be more transparency around decisions on spending planning gain monies. The PPG, and others, have been concerned for some time about the increase in residential accommodation without any apparent increase in medical and educational facilities. VF suggested that there could be a Hertford wide public meeting to which EHDC and HCC Councillors and CCG staff were invited to explain their policies and hear our views. VF to explore if and how this could be possible with other PPGs, Hertford Civic Society and others such as Hertford Regeneration groups.

Cancel out Cancer HH asked to identify some dates when a couple of members of their team could attend. The CCG will then liaise and agree a date we can promote widely.

Reports from other meetings Dianne Desmulie reported on the most recent CCG Primary Care Commissioning Committee. One key item is the ongoing review of online triage services. Currently EConsult is being used and the review is looking to see if others could be more useful.

Members are asked if they have experience/views on car parking charges at Hertford Hospital and bus service links to the Lister Hospital.

Next meeting In previous years we have held an Annual Meeting at The Secret Garden café in Bengo. After discussion on whether this might be a good opportunity to invite potential PPG members to meet we agreed that with Covid cases rising in our area it would not be a good idea at the present time.

Our next meeting will be **January 11 2022** , The agenda will include Zoom details.

Actions from this meeting. Please review the notes above and offer a contribution where you can.