

HANSCOMBE HOUSE SURGERY PRACTICE REPORT FOR PATIENT PARTICIPATION GROUP (PPG) MEETING ON 17th October 2022

1. List Size as of 1st October 2022 – 12255 patients

As of 1st October 2022, we have 33 patients pending registration upon receipt of satisfactory identification documents.

2. Patient Access to Medical Records

Patients with online accounts such as through the NHS App will be able to read new entries in their health record as of 1st November 2022 if they have the correct level of access. General Practices will be able to customise, or in rare cases remove access to individuals, if having access to future or prospective GP records is deemed inappropriate or harmful.

Any patient enquiries are to be sent to us via the NHS App or by email to the following address - surgery.hanscombehouse@nhs.net

3. Did-not-Attend Policy

A draft Policy, incorporating PPG feedback has been circulated internally the results of which remain pending. Clair will follow up so a copy can be forwarded to all PPG Members for their review.

4. Minor Surgery

To clarify, minor surgery has not resumed as may have been previously documented, only our injection clinics for which there is a waiting list. Dr Hemantha prioritises the waiting list and is supported by the reception manager who books the appointments.

Flu & Covid Clinics

It's that time of the year! Clinics have commenced and are well attended. Due to strict NHS guidance, attendance is by invitation only and is subject to eligibility. Figures will be shared at the November PPG meeting.

Enhanced Access Service – Evening & Weekend Appointments

Following consultation with the PPG, changes to this service, previously known as the Extended Access service, came into effect on 1st October 2022. Weekend appointments are now being offered between 09:00-17:00 hours on Saturdays only.

Thank you and farewell to Claire Kasza, Project Manager for the service. Claire will be leaving her role on 31st December 2022 to take up full-time university studies. Claire worked extremely hard in setting up and managing the service on behalf of our local Federation, Generating Healthcare. Claire will be missed by her colleagues, and we wish her well in her studies.

Welcome to Richard Downham and Harry Sanders -Practice employed Paramedics

The Practice welcomes Richard and Harry to the Hanscombe House team. They will both host their own clinics and will support our GP's in managing the daily triage list as well as other clinical duties.