

**MINUTES OF PATIENTS' VOICE GROUP MEETING  
AT HANSCOMBE HOUSE SURGERY-HELD ON 22<sup>ND</sup> NOVEMBER 2022**

**Present:** Patients' Voice Group (PVG): Kristina Lawson (Acting Chair), Sarajane Marchant (Note Taker), Stella Siggers, Mara Barber, Dorothy Hayward, Rachel Garrill

Hanscombe House Surgery: Dr Anita Oates, Clair Ball and Sally Freeman

**Apologies:** Veronica Fraser (expecting to re-join after current break), Louise Harris (not available Tuesdays or Wednesdays), Mary Brady (hoping to re-join mid 2023), Dianne Desmulie

Prior to the meeting, several Members viewed the second patient group workshop webinar, 'Effectively working together in partnership'. The slides of this and all other patient group workshops will be uploaded to the PVG area of the website once they are received. **Action:** Clair

Welcome to all, and it's great to meet our new Members. Everyone introduced themselves. This is the second Face-to-Face meeting since Covid-19 when regular meetings were held via Zoom.

### **1. Action Log**

Clair is continuing to update the Action Log to accompany the PVG minutes.

As detailed in the Draft Terms of Reference, Points 2.8 below:

"2.8 All registered patients of the Practice are Members of this online Group to be called the Virtual Patients Voice Group. Communication with VPVG members will be via the Practice website to obtain their views on specific matters. The Chair of the PVG or nominated PVG representative is responsible for collating views. There will be a standing item on the PVG agenda reporting any key themes, issues or suggestions that have been identified by any member of the VPVG to help ensure its members are engaged. Any registered patient may send views and suggestions directly to the PVG by email at [hweicbenh.hanscombe.patientvoice@nhs.net](mailto:hweicbenh.hanscombe.patientvoice@nhs.net)"

The Action Points from the previous meeting on 17<sup>th</sup> October were covered as separate agenda items.

### **2. Terms of Reference (ToR)**

The Draft ToR were considered at the last PVG meeting held on 17<sup>th</sup> October 2022, when some decisions and changes were made. Due to poor attendance, it was agreed to re-send the most up to date version to all Members for their final input so all items pending can be agreed at the January PVG meeting to ensure the ToR can be endorsed and signed off. Once agreed the ToR will be displayed in the PVG of the website and can be shared with any prospective new Members. **Action:** Clair

The consensus remains that there should be a named Chair, Vice Chair and Secretary/note taker even if these roles are rotated according to members' availability.

Louise Harris has expressed interest in the role of Secretary/note taker when she is available. The Action Log will continue to be maintained and circulated with any additional Meeting Notes and Practice Report being attached to the Minutes (rather than the need to retype them).

Four Patient Group representatives will be required for a quorum. It was noted that members should confirm in advance as requested, whether or not they will be attending or sending apologies for each meeting (and whether in person or virtually).

Kristina thanked Sally and Clair for their contributions to the Group to date, particularly in recent months. Sally also expressed thanks to Veronica, in her absence, for her commitment to the Group and work as Chair. The Practice had hoped to make a presentation to her at a little Christmas get together but as the December meeting was cancelled, this will be rearranged for the New Year.

Members' forms: Clair has been collecting these to gather Members' preferences for future meeting days and times. There are currently four outstanding. **Action: Clair**

Kristina indicated that she would be prepared to be acting Chair, or Chair for a limited period, so long as there is always someone else to do the note taking. This was agreed. Mara also expressed interest in taking the role of Chair next year.

### **3. Annual General Meeting**

An AGM must be arranged as soon as possible but there is not time to do this before Christmas. It had previously been agreed that Veronica would prepare an Annual Report. It was noted that New River Health (NRH) had recently held an AGM covering two years and produced a report accordingly (see NRH website). **Action: Kristina will liaise with Veronica on the writing of the report.**

Kristina explained that the 'Hertford Heads' group, representing the surgeries within the Primary Care Network (PCN), is planning to hold an event to attract new members in the spring/summer next year. The AGM might best be held after this event.

Action: PVG Members to agree and promote dates

This evening's webinar had shown examples of activities to attract new members. **Action: Sarajane will contact a fellow Patient Group member in Potters Bar to find out more.**

### **Logo**

Proposed logo to be used all PVG communications, the noticeboard, website documents including Agenda, Minutes, ToR, Annual Report, etc. Several logo ideas had been considered since the last meeting. It was decided to create a simple drawing from a photograph of the Hanscombe House building. **Action: Sarajane agreed to arrange for a scaleable logo to be produced in suitable formats (PNG/SVG/JPEG), including transparent.**

### **Newsletters**

Previous articles prepared by the Practice for a PVG Newsletter have gone out of date before the PVG arrange a Newsletter. It was noted that Hertford Heads are planning a newsletter to help the Herts & Rural PCN Practices keep up to date and to provide a basis for individual surgeries' newsletters to be produced in a more timely way. Ideally the Patients' Voice Group (PVG) will produce a set number of newsletters (probably a minimum of four) per year, at specific times, possibly seasonal. This will be reviewed at the next meeting. **Action: Kristina**

### **Practice Report for November**

A copy of the latest Practice Report is attached.

### **Did Not Attend Policy**

The Practice DNA Policy (dated March 2022) is on the website. A revised version has been shared with Veronica and Kristina.

This is expected to be circulated amongst the PVG group before the next meeting for their review and comment.

Sally clarified to some of the newer members why we have a DNA Policy. CQC expect us to have one and have during a neighbouring practice CQC Assessment, asked the Practice to produce their Policy and DNA data. Our patient group had asked to be involved in the review of our current policy and had made some very valuable comments which have been taken on board and incorporated into our revised draft policy.

We have safeguarding obligations and procedures in place to manage absences e.g. if a parent/guardian does not either decline or bring their child/ren for their vaccination. The Policy covers actions taken for regular DNA offenders, those who just don't turn up for their appointment without

informing us in advance. Appointments are precious and we ask patients to let us know if they wish to cancel so the appointment may be offered to another patient. The Policy also covers actions taken for our more vulnerable patients when the Partners' review each patient on a case by case basis taking into account their medical history and conditions, before any patient is removed from the Practice list.

### **Vaccination data within November Practice Report**

It was clarified that the figures recorded in the November Practice Report relate to the percentage of those eligible for vaccines within each age group.

### **Patients' Access to Medical Records**

The Practice is still checking how this can be done safely and securely.

### **Online Appointments**

An update on online appointment will be added to the Practice Report for the meeting on the 10<sup>th</sup> January.

### **Patient feedback**

Some aggregated information and generic examples will be shared with the PVG at the next meeting.

### **Cancel Out Cancer**

The sessions have resumed and are being held in person again.

It is hoped that we can introduce sessions for other conditions or provide suitable signposting to direct members to existing support groups and resources. Some examples of these, from the recent Patient Group webinar, are on the Friends of Parkwood Surgery website

<https://friendsofparkwoodsurgery.com/events-2>, including diabetes support [HERTS AND WEST ESSEX DIABETES SUPPORT GROUP – Friends of Parkwood Surgery](#).

The group was reminded that Dr Oates is the Diabetic Lead at the Surgery.

**Ideas for the spring 2023 event, including Lifestyle topics, will be discussed at the next meeting.**

### **Next meeting**

It was agreed to postpone the next meeting until Tuesday 10<sup>th</sup> January 2023 (instead of 13<sup>th</sup> December). It will be a hybrid meeting, at Hanscombe House and via zoom (tbc). Mara and Sarajane are not expecting to be able to attend. **Action: If Zoom, PVG to set up and circulate the Zoom details.**

Please inform Clair or Kristina if you will or will not be attending and whether you expect to attend in person or on zoom. **Action: All PGV Members**

The meeting closed at 20:15 hours.

Date of next meeting is Tuesday 10<sup>th</sup> January 2023.