

NOTES OF PATIENTS' VOICE GROUP MEETING

HELD ON TUESDAY 31st OCTOBER 2023

HANSCOMBE HOUSE SURGERY

Members Attending

Kristina Lawson (Acting Chair), Dorothy Hayward and Stella Saggars (note taker).

1. Apologies

Mara Barber, Linda Davies and Dr Oates/other Surgery representative

2. Matters Arising / review of meeting notes and action points

Feedback from the Surgery had been received, via Chris Robson:

- a) Chris Robson is happy to continue liaising with the PVG, on behalf of the Surgery, but this is holding position until a new representative is appointed.
- b) Information from the Patients' Survey from early 2023 has been located. 21 people expressed an interest in joining. **ACTION:** Kristina to follow up.
- c) NHS email addresses can only be used by NHS Staff; therefore, it is not possible for the Group to use one. The earlier proposed email address was not set up.
- d) The Surgery say there is no issue with texting patients to inform them about important issues, including about the PVG.

Other matters

- b) Hanscombe House has been approached by Maribel Anderson on behalf of Wallace House to find out more about how our PVG is run, with a view to them being able to restart their Patients' Group. **ACTION:** Kristina to arrange meeting
- f) Hertford Heads are scheduled to meet on the 8 November 2023. The forthcoming Health Fair will be discussed, including need for leaflets for surgeries, pharmacies, libraries etc.

The PVG Notice Board needs to be reviewed. After the meeting we removed some out of date items and agreed to check for new contact information. **ACTION: ALL**

3. PVG Officers

Mara does not think she will be able to continue as Deputy Chair of the PVG for personal reasons. As Mara was not present this is expected to be raised again at a subsequent meeting.

The Surgery has not named a representative for the group, but for now Chris Robson is happy to be the contact.

4. Practice Report/update for October

There was no official report from the Practice, but Chris Robson had replied to Kristina on specific issues.

5. Website Update

There continues to be issues with the website, but they seem to depend on how the website is accessed via the drop-down menus. **ACTION:** ALL to monitor

6. Covid and Flu Vaccinations

Those present at the meeting were unsure how patients were being notified about the Autumn Covid booster and flu vaccination. From our personal experience some eligible patients had not been contacted by the Surgery.

7. Plans for Newsletter/other Communications

There was no immediate plan for a newsletter from the PVG.

Following this meeting Kristina produced a draft logo and circulated it to members.

8. Other Associated Items

Cancel out Cancer sessions – Linda Pryor (Hertford Heads) said they were waiting for new material before any other events are arranged.

Blood Tests at local hospitals can now usually be booked via the SwiftQueue system for same week, which is an improvement. *Although some walk-in tests are available, some patients have still been turned away without the correct documentation being sent through or an appointment. These issues are being followed up by Linda Pryor.*

9. Suggestions

The Health Fair or several similar events continues to be the main plan, but it is currently dependent on the opening of the new Lea Whart Surgery (Wallace House) and availability of the meeting facilities.

10. Date of next Meeting

A provisional date of 12th December 2023 was set, but this did not take place.