

HALL GROVE / PARKWAY PRACTICE

PATIENTS' VOICE

Meeting on Thursday 18th April 2019 2pm at Parkway

Present: Peter Wilson (Chair), Kate Graeme-Cook, Andrew Longman, .Nice Connel

Minutes

1. *Apologies for absence*

Apologies were received from Roger Hudson, Helen Eames, Roger Eames, Peter Gramson, Stephen Wentworth

2. *Minutes of the meeting held March 19*

The minutes were agreed as accurate.

2.1. *Matters arising*

In the absence of several members of the group, the following agenda items were carried forward:
2.1.1, 2.1.2, 2.1.5, 2.1.6,

2.2. *Social Prescribing*

Anne and Angela Smith have met and agreed arrangements to introduce social prescribing in the practice. Angela has communicated that the introduction of social prescribing has now started in all Welwyn Hatfield practices.

2.3. *Cancer information booklet*

Stephen has confirmed that he has received comments on the information booklet from Isabel Hospice and Macmillan. There are only very small changes and Stephen has sent the leaflet to Anne for formatting and printing. **Action AK**

2.4. *Parkruns and exercise.*

Andrew has added another walk to the exercise leaflet and is now waiting for feedback from the practice before finalising.

2.5. *Lets Cancel Cancer*

There is one date that is convenient for all the PV members who have responded to the *Doodle* survey. **The meeting will take place on Wednesday May 1st, Parkway at 2pm.**

3. *Patients' Voice Projects*

3.1. *Childrens' Mental Health*

Members discussed the performance details of the local CAMHS service. We need to know why the NHS targets for access to CAMHS are so low. Peter will try to find out. **Action PW**

GPs are frustrated by CAMHS referring patients back to the practice instead of referring them on to alternative, perhaps more relevant, services. We want to know what happens to these patients. Is there a procedure that the practice follow? What happens if there is a critical incident involving a referred child? We recognise that the with wide range of difficulties that a patient might present, there can be significant problems in identifying and accessing appropriate support.

What can the practice do? For example, is it possible to invite a specialist to visit the practice to see selected patients?

The paper will be updated with additional questions and submitted for discussion with the practice.
Action PW

We also need any views from Mind.
Action PG

3.2. *Self health checks and self referral*

The meeting was uncertain about our purpose. Members have differing views of what is required in the way of a self help resource, especially as there is so much general and specialist information available on and off line. It could be very helpful to provide convenient patient access to information on *red flag* symptoms, common diseases and advice on staying healthy. This would potentially be a huge resource and time consuming to prepare. We decided to use the paper prepared by Kate and seek advice from the practice.

Kate suggested that anything we prepare on diabetes should include guidance on diet.

Action PW

3.3. *Responding to interest in Patients' Voice*

At the last meeting, Helen expressed concerns about her attempts to join Patients' Voice. We agree that this should not have happened and her concerns need to be discussed so we can reduce the risks of similar situations occurring. We should seek to reinstate the existing PPG email address and arrangements for confidential monitoring so that patients can submit messages for Patients' Voice.

To be further discussed at the next meeting.

Action PW

4. *Any Other Business*

None

5. *Date of next meeting*

Tuesday May 21st, 7pm at Hall Grove