

# HALL GROVE / PARKWAY PRACTICE

## PATIENTS' VOICE

Meeting on Tuesday 20 June 2019 2pm at Parkway

### Minutes

Present: Peter Gramson, Andrew Longman, Nice Connell, Stephen Wentworth, Helen and Roger Eames

1. Apologies for absence - Apologies were received from Roger Hudson, Peter Wilson
2. Minutes of the meeting held 18<sup>th</sup> April 2019

The minutes were agreed as accurate.

#### 2.1. Matters arising

##### 2.1.1 Carers

PG said it appeared that not much priority was being given to carers within the practice, citing that Carers Week passed this month with no initiative from the practice. There were concerns regarding identification of carers, particularly young carers, and the lack of involvement by the carers champion with other GP practices for mutual support organised by Care in Herts. A meeting with Paul Innes for him to convey to Hall Grove surgery lessons learned proved not possible because of availability of those concerned, notably Anne Knight, even though several dates had been arranged and now PI has retired from his position. The meeting concluded that we required more information as to what the surgery was doing. How are carers being prioritised and supported. We wondered if the surgery was seeing the issue with carers as a possible problem. How are the receptionists being proactive in this matter? Also, to ensure that carers know about and contact Carers in Herts – Supporting Carers in Hertfordshire for their help and support.

**ACTION PG**

It was thought that the newly forming Primary Care Network between Spring House, Garden City and Parkway and Hall Grove practices may provide an opportunity for sharing management of carers and take advantage of partner expertise. To be discussed at next meeting.

**Action PW**

##### 2.1.2. Online Booking of Reviews and Tests

Booking blood tests online is not possible. Arrangements are being made for patients to send a message via the computer system in the box to request this. Receptionists will be able to confirm the request with a doctor and set up an appointment with the phlebotomist. Patients are also able to book an appointment with the phlebotomist in person with/at the surgery. No further action needed.

##### 2.1.3. Cancer Information Booklet

The Cancer information booklet is still currently with AK. We have heard nothing back yet and this matter is to be brought up again at the next meeting.

**ACTION AK**

##### 2.1.4. Information for Diabetes

Information for diabetes will be making a start on this soon.

**ACTION PG, RE**

### 2.1.5. PV Profile and Newsletter

This was briefly discussed again, but as Dr Benfield had agreed that it is a good idea that information about us is added, the discussion moved to the information that Andrew Longman had provided about the PV Email Group Procedure. After a discussion about this, a combination of Option B and Option A + B was preferred as the best arrangement making it clear who would be responsible for what.

**ACTION AL**

### 2.1.6. Park runs and exercise

A form has been produced by AL, but it was not known whether the form was on display in either Parkway or Hall Grove surgeries. To be checked.

**ACTION AL + PG**

### 2.1.7. Dementia Friends

Making the practice environment more dementia friendly included the donation by SW & his wife some photo pictures of Yorkshire for which PV are most thankful. Although AK said that she would arrange to have these put up several months ago, they are still not up. To be put on next meeting agenda.

**ACTION PW**

### 2.1.8 Meeting Dates

AL had very kindly organised a list of dates for all PV meetings for the rest of this year & 2020 which was sent to all PV members before this meeting.

## 3. Patients' Voice Projects

### 3.1 Children and Mental Health (CAMHS)

3.1.1 Meeting is being held at the CCG on 26 June to be attended by PW, where a discussion will take place on why NHS targets are so low? (This we will discuss at our next meeting).

**ACTION PW**

3.1.2. PG has had several contacts with charities MIND and Young Minds. PG had received an invitation from Grace Freeman, Policy and Campaigns Officer, to discuss further the CAMHS issues we were concerned about and this will be arranged shortly. Young Minds charity has produced a very good leaflet on the deficiencies of CAMHS and outlines solutions required to make some improvements for sufferers. We discussed seemingly unhelpful criteria the NHS use in excluding parents and carers from therapy once the child reaches the age of adulthood. The budgets allocated for CAMHS are small and the additional budgets promised by central government do not appear to be ring fenced nor do they appear adequate. PG will continue to learn more into this subject with MIND and see if the PV can improve matters by our lobbying. Problem also discussed about when children reach adulthood. Will their needs be met in the changeover of groups?

**ACTION PG**

## 4. Communications between PV and patients.

4.1. Discussion took place that if patients send confidential information to PV, then they do this knowingly and that it would be appropriate for PV to return the email with a suitable message. It was also recognised that we would have disclaimer on a PV email and perhaps a message indicating that there would not be a reply. To be discussed further at next meeting.

**ACTION PW**

4.2. Discussion on communications procedure was recorded under para. 2.1.5 above (PV Profile).

5. Patients Interest in PV

A very brief discussion on how we respond to patient's interest in helping PV which has not been always successful. As this matter is being investigated with the new Data Protection Act, it was thought that this matter will be sorted out when the PV gets its own email address.

6. Any Other Business

6.1. Primary Care Networks

Brief discussion on this as several members had not attended the last meeting. GP Practices are required to establish working networks with a combined patient population of between 30,000 and 50,000, Hall Grove is joining in a network with Garden City Practice and Spring House giving a total of 32,000 patients. This starts on 1 July 2019 and funding is being provided for specific services such as Social Prescribing.

Discussion took place on how PPG's fit in with this. Are we to be involved and know what is happening? This topic to be added to next month's agenda.

**ACTION PW**

6.2. AL said he had not seen anything about his leaflet on Health Walks that AK had reported had been placed in all the surgeries. PG is to check if leaflets are on display at Hall Grove Surgery.

**ACTION PG**

7. Date of Next Meeting - Thursday 16<sup>th</sup> July, 7pm at Hall Grove.

**ACTIONS**

**Carers - PG**

**Cancer leaflet – AK**

**Diabetes leaflet - PG, RE**

**PV Profile and Communications – AL**

**Park Runs and Exercise Form – AL, PG**

**Dementia Friendly Artwork – PW**

**CAMHS – PW, PG**

**How other PPGs manage incoming patient emails – PW,AL**

**Primary Care Networks Agenda Item for next meeting - PW**

**Health walk leaflets research their whereabouts in surgeries – AL, PG**