

MINUTES OF THE MEETING OF THE RED HOUSE PATIENTS GROUP

On 19th December 2018

PRESENT-Stuart Nagler, Peter Court, Kumar, Helen Deitch and David Barbanel

APOLOGIES-Miriam Moore, Gill Rogers, Hannah Gottlieb, Shirley Bury and Susan Deacon. Also, Bimal Gandhi and Dr. Gupte

DECLARATION OF INTERESTS-everyone was reminded.

MINUTES-for the 31st October were approved. Under matters arising, SN will remind BG about committee lists in each of the surgeries, and repainting the white lines in the car park. GR will circulate the draft Mission Statement, Objectives and Logo notes for the next meeting.

CURRENT ISSUES-texts for appointments had now been re-introduced, the high figures for DNAs were also due to the flu jab season. Was felt a stronger message needed to be given about missed appointments and use should be made of using the screen at the surgeries.

KS raised a query about having to chase up a prescription that had been sent to the wrong surgery, he was also concerned that with the demand pressure, that the support services were slipping.

He gave an update on the Sustainability and Transformation Programme (STP) that covers all of Herts and West Essex, and the three pathways that are being developed-Ophthalmology, Dermatology and Respiratory. Watford A & E was to be improved and Pathology would be outsourced.

The three practices in Borehamwood were collaborating and it had now been decided that the Hub would be built alongside the Hertsmere Council offices with another deck to be put on the car park.

Under Extended Access, all Hertsmere patients should have access between 8am and 8pm at a GP practice within the borough.

PAST AND FUTURE EVENTS-the November Healthy Living event was successful with about 60 visitors, and reference was made to GP Practice Future that PC attended.

The AGM was provisionally set for Wednesday 24th April in the evening at the Vision Hall, Christ Church with a speaker on Statins : Pros and Cons. A further information event would be held at the surgery in a morning on Diabetes some time in February/ March.

COMMUNICATIONS-a Spring Newsletter should be done to go out by late March, and HG and GR will work together to finally get the pop-up banner that the practice has approved.

DATES OF NEXT MEETINGS-Thursdays at 2.0 on 21st Feb and 18th April.

AOB-BG to be reminded to share meeting minutes with the doctors.