

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 14 October 2020

In Attendance: Andrew Longman (Acting Chair), Roger Hudson (Secretary), Helen & Roger Eames, Jenny Gebka, Peter Gramson, Peter Wilson.

1. Apologies – None
2. Minutes – The minutes of the meeting held on 30 September 2020 were agreed.
3. Items Carried Forward
  - 3.1. PRACTICE RELATED
    - 3.1.1. *Videos on Practice Website* – These have been updated.
    - 3.1.2. *PV Recruitment*
      - 3.1.2.1. *Practice will send text messages – ongoing* **ACTION AL**
      - 3.1.2.2. *PV video for Practice Website*  
**ACTION sub gp. led by JB with PG & AL will consider.**
    - 3.1.3. *Pictures to be hung up* – ongoing. **ACTION Practice**
    - 3.1.4. *Dementia Alliance* – Request made for Web Site link to be sent to the Practice.
    - 3.1.5. *Cancel out Cancer* – The practical arrangements for making the video available to be discussed with the CCG. **ACTION PW**
    - 3.1.6. *Comments on Practice Web site* – There are several minor issues such as out of date articles and not been able to open several articles at once without downloading them first. **ACTION AL**  
The usability of the Web Site will be reviewed. **ACTION all members led by JG**
  - 3.2. STEERING GROUP RELATED
    - 3.2.1. *Support for Zero Tolerance of Abuse of Practice Staff* – A reference will be placed on the PV page of the Practice Web Site reflecting the wording from the appropriate page of the Practice Web Site. A summary of the policy will also be placed in the next PV Newsletter.
    - 3.2.2. *Inappropriate Doctors' Appointments* – The Steering Group will communicate to the Practice that we wish to be involved in any consideration of action to be taken to address this.
    - 3.2.3. *Promotion of Carers Interests* – This will be raised at the next meeting with the Practice. **ACTION AL**  
A future Steering Group meeting with the Practice should include a representative from the Carer's in Hertfordshire organisation. **ACTION PG**
    - 3.2.4. *What links can be made between PV Section and other parts of the Website* – Ongoing - see item 3.1.6 above.
4. Meeting with Practice – The Group will follow up on ongoing items. **ACTION AL**
5. Newsletters to PV Members – Newsletter 3 will be drafted. **ACTION HE**  
Newsletter 1 will be resent to confirm it can be easily read. **ACTION AL**
6. Website – PV Section
  - 6.1. Suggestions for Notice board – An Appointments 'flow chart' leaflet used by another Practice will be circulated for comment. **ACTION PW**
  - 6.2. Information for Patients and Carers (IFPAC) – On hold to await developments ref. item 3.2.3 above.
7. AOB
  - 7.1. It was agreed to delete the email addresses of patients from an earlier exercise to recruit new members.
  - 7.2. A new patient survey will be considered to identify problems experienced by people during the pandemic. **ACTION H & R E**
  - 7.3. NAPP will be contacted about the current situation

8. DATE OF NEXT #SKYPE MEETINGS - Wednesday 28th October 2020 at 13:00 – 14:00 with Practice representatives.

#The link in the email will install Skype if necessary. If you do have Skype the link will take you straight in.