

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 28 October 2020

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

Practice: Dr Chendoran Kanthi, Anne Knight (for items 1 - 3)

1. Apologies – Peter Gramson
2. Discussions with the Practice
 - 2.1. *Cancel out Cancer* – A presentation has been arranged for 18 November at 8pm and the wording for a SMS invitation is now needed. The Steering Group will seek Dr Cecil's views of the draft message who will supply any comments by COP Thursday 29 October. The Practice suggests the message should be sent to the over 50s.
 - 2.2. *Business as Usual* – This is being maintained at the Practice and will continue until NHS England advises a different approach.
 - 2.3. *Inappropriate Doctor's Appointments* – The Practice will consult the PV Steering Group regarding any consideration of action to be taken to address this.
 - 2.4. *HGGP website analytics* – These will be obtained. **Action Practice**
 - 2.5. *Pictures to be hung up* - On-going **Action Practice**
 - 2.6. *Promotion of Carers Interests* – Various methods of identification are used to identify carers and the Practice considers that everything that can be done is being done. There are just under 400 in the Practice which will be clarified. Child carers are particularly difficult to identify because they are reluctant to come forward.
 - 2.7. *PV Recruitment* - The Steering Group is gathering information to demonstrate what it has achieved for inclusion in recruitment publicity.
Action All Members to forward comments to JG
 - 2.8. *Practice Website Review* – On going. Any issues identified should be forwarded to Dr K. **Action All Members**
 - 2.9. *Any Other Business*
 - 2.9.1. *eConsult* - The Steering Group is invited to provide feedback as to how easy it is to use eConsult **Action All Members**
 - 2.9.2. *Practice Telephone Message* – This is being reviewed with a view to moving more administrative requests to eConsult to free up time for clinical issues.
3. Date of Next Meetings with Practice – Wednesday 25 November from 1-2pm and 9 December from 1-2pm via Skype.

PV STEERING GROUP MEETING CONTINUED WITHOUT PRACTICE REPRESENTATIVES

4. Minutes of previous meeting - The note of the virtual meeting held on 14 October 2020 was agreed.
5. Items carried forward
 - 5.1. *Deletion of Data* - Completed
 - 5.2. *Facility to Open PDFs on Website* – Completed
 - 5.3. *National Association of Patient Participation (NAPP)* – *To be contacted about the current situation* – On-going **Action PG**
 - 5.4. *PV Recruitment* – On-going – See item 2.7 above **Action JG**
 - 5.5. *Practice Website Review* – See item 2.8 above
6. Newsletter to PV members - *Contents* – Suggestions include publicising:-

- The route to obtain prescriptions, particularly for patients without internet access,
- That the abuse of Practice staff will not be tolerated, and
- Possibly the dates of Cancel out Cancer presentations subject to their timing.

7. Surveys to PV Members – Some revisions to the draft were agreed. **Action H & R E**
8. PV Website Section – A draft will be prepared of the Appointments Flow Chart for the website. **Action HE**
9. **AOB** - None
10. DATE OF NEXT #SKYPE MEETINGS - 2pm on Wednesday 11 November 2020 without Practice representatives and 1-2pm on Wednesday 25 November 2020 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.