

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE  
PATIENTS' VOICE STEERING GROUP MEETING 11 November 2020

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

1. Apologies – Peter Gramson
2. Minutes of previous meeting - The note of the virtual meeting held on 28 October 2020 was agreed subject to correcting the date of the *Cancel out Cancer presentation* which should have read 18 November.
3. *Feedback from the Practice on value of Patient Group* - Dr. Chendoran Kanthi said that the Practice:
  - 3.1. Appreciated the progress being made and that all of the Steering Group members were volunteers.
  - 3.2. Recognised it should be giving more feedback to the PV as to why some things were not being done. The PV had also highlighted areas that needed attention which is very useful.
  - 3.3. Recognised the PV is a valuable means of communication between the Practice and Patients and that there is good communication with the Steering Group. This provides a very useful patient perspective and local perspective of the activities of the Practice.
  - 3.4. Appreciated the contributions to the Practice including contributions to the newsletter and website. Specific examples of what had been achieved by the PV included reinstatement of the telephone service alongside eConsult. The Steering Group had also provided several useful leaflets for patients.
4. Attracting New Members
  - 4.1. *Sub Group Findings* – A review of the situation found the following issues. There are 2 aspects, (i) How to get people to join the PV and (ii) How to get people to join the Steering Group. The PV is too Practice orientated and should relate to topics closer to patients concerns. The PV and Steering Group are not representative of the demographics of the registered patients and why do some people attend one Steering Group meeting and don't come back?
  - 4.2. *Purpose of the Steering Group* – The Terms of Reference will be reviewed and revised if appropriate. **Action JG**
  - 4.3. *Actions* - the proposed way forward is set out in detail in the attached Annex.
  - 4.4. *Project Managers agreed:*
    - Patient Survey, Newsletter, Dementia. **HE**
    - Cancel out Cancer, Long Term Conditions, External Information. **PW**
    - Website, Email Group, Review Appointments. **AL**
    - Recruitment. **JG**
5. Newsletter to PV Members – Any suggestions for topics in the Newsletters should be forwarded to HE. **Action All Members**  
A final draft of the 2<sup>nd</sup> Newsletter will be circulated to Steering Gp. members. **Action EH**
6. Healthwatch Survey – It is agreed that this is not a topic for the Steering Group in view of the short lockdown and that the Group plan to carry out a survey soon.
7. Surveys to PV Members – See Item 4.3 above and the attached Annex.
8. Website – Ongoing. **Action AL**
9. Any Other Business – It is suggested that agendas for future meeting should be Project based. **Action AL**

10. Cancel out Cancer Presentation - The Presentation on 18 November is now oversubscribed and more will be run.
11. DATE OF NEXT #SKYPE MEETINGS - 1pm on Wednesday 25 November 2020 with Practice representatives and 1pm on Wednesday 9 December 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.

# Annex - Attracting New Patient Voice Members

## Patient Voice Steering Group Meeting 11 November 2020

### Overall Goals

The Patient Voice Group aims to become more representative of the patient cross section; working closer with the Practice and a wider network of people on which to call for moving action forwards.

### Strategies to Attract More Members

Make the group more attractive (carrot)

- i. be clear about what PV offers (role of PV) and communicating this clearly
- ii. show that PV is championing different causes
- iii. build action on interest based involvement
- iv. show how PV makes a difference
- v. allow new members to shape / direct Patient Voice
- vi. less commitment required
- vii. dib in and out of PV work
- viii. increase accessibility with online meetings

### Role of Patient Voice

Agreed in general terms as:

- Give a wider view of what patients require and feedback to Practice
- Be conduit / funnel between patients and Practice to feed info back and forth
- Balance the needs between patients and Practice – more to champion the patient
- Promote better health care by the Practice
- Promote better health care in wider community of patients
- Help the Practice with minor patient issues and support best practice
- Work closely with the Practice to affect changes to support better services
- Communicate clearly to all audiences about what the Patient Voice does

### Actions to achieve this

- **Survey current Patient Voice group to find out what interests them – JG to liaise with HE**
- **Change the way the group works – Add to future meeting agenda to get ideas**
- ✓ **Create subject based projects, led by a steering group member: done**
  - Topics of Interest
    - Appointments for regular check-ups – Andrew Longman
    - Attracting new members to Patient Voice and the Steering Group – Jenny Gebka
    - Mental Health under 18 – Peter Gramson
    - Mental Health over 18+ – Andrew Longman (+help from Helen and Roger's colleague?)
    - Cancel out Cancer – Peter Wilson
    - Carers – Peter Gramson
    - Covid vaccination – Roger Hudson
    - Dementia – Helen Eames

- Insights into the surgery – Roger Hudson
- Medical health issues from external sources – Peter Wilson
- Online prescriptions – Roger Hudson
- Type 1 Diabetes – Andrew Longman

#### Steering Group Activity

- Agendas for meetings – Andrew Longman
- Minutes of meetings – Roger Hudson
- Newsletter – Helen Eames (content) + Andrew Longman (sending out)
- Survey – Helen Eames
- Website amends – Jenny Gebka + all (content) + Andrew Longman (sending out)

#### ➤ **Create / promote subject based events**

Starting with Cancel out Cancer event 18 November 2020 – need follow-up event due to success of original

Monitor marketing metrics (eg 900+900SMS sent out of 2700 50+ year olds: to obtain x ? attendees – **PW** checking on the day)

#### ➤ **Work closely with the Practice to make things happen**

Joint activity

Regular meetings with Steering Group members

Meetings with individuals of Practice to progress a subject where necessary

#### ➤ **Promote projects that have been achieved by Patient Voice**

Newsletter

PV Website