

NOTE OF #VIRTUAL HALL GROVE GROUP PRACTICE
PATIENTS' VOICE STEERING GROUP MEETING 25 November 2020

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

Practice: Dr Chendoran Kanthi, Anne Knight (for items 1 - 4)

1. Apologies – None
2. Minutes of previous meeting - The note of the virtual meeting held on 11 November 2020 was agreed.
3. Patients' Voice Recruitment
 - 3.1. A summary was given, for the benefit of the Practice representatives, of the conclusions and way forward to recruit more PV members (details are given in the minutes of the meeting held on 11 November 2020). The way forward will include more interest based initiatives, more events and liaison with the Practice about which topics to pursue.
 - 3.2. It was agreed that the Covid Vaccine Clinics planned for the New Year will be an opportunity to publicise the PV.
 - 3.3. It will be clarified whether the PV Project Leaders may contact the lead doctors in the Practice directly, rather than communicate via Dr CK. **Action Dr CK**
4. Practice Update
 - 4.1. *Medical* – Little has changed in past weeks and the Practice is still pursuing a policy of *business as usual* whilst using a triage policy for doctor's appointments. Good use is being made by patients of eConsult and in a recent survey 75% stated they were satisfied with the outcome. A similar proportion also stated they would recommend eConsult to friends. More patients are being seen compared to the same period last year with approximately 600/week via eConsult plus those seen from appointments arranged by telephone.
 - 4.2. *Admin'*
 - 4.2.1. *Website Analytics* – The third-party company running the website is unable to provide these. The Steering Group will work with the Practice to see if analytics can be provided. **Action Dr CK >AL**
 - 4.2.2. *Pictures to be hung* – The Steering Group are concerned that after some 3 years the pictures provided by the Group have still not been hung up. This action was agreed by the Practice, as part of the initiative to make the surgery more Dementia friendly. **Action AK**
 - 4.2.3. *Flu Clinics* – The Practice will be running Flu Clinics for the over 50s between now and Christmas.
 - 4.2.4. *Carers* – The Practice has identified that there are 462 carers in the Practice and that 8 of them are under the age of 21.
5. Subject Based Events
 - 5.1. *Cancel out Cancer* – These events continue to be oversubscribed with additional ones being run on 25 November and 2 December 2020. Other local Practices are also running their own sessions.
 - 5.2. *Ideas for others* – It was agreed that publicising the Covid Vaccine arrangements may be a suitable event.
6. Newsletter to PV Members – The Practice will vet a draft flowchart from the Group which is intended for inclusion in the Newsletter. The Chart sets out how to obtain a prescription during the Pandemic. **Action HE > Dr CK**
7. Surveys to PV Members – It was agreed that these will help to identify people's interests for the recruitment exercise and the direction the PV should take. It was agreed that the

first survey should deal with the handling of the Covid pandemic followed by another about general matters.

8. PV Website Section – The existing work should be completed by the end of the current week. **Action AL**

9. Practice Website Review – On hold at present.

10. PV Achievements – Example of achievements should be forwarded to JG.
All Steering Gp. members

11. Any Other Business – An item for the agenda for the next meeting should be the continuing issue of incorrect or missing items from those requested on a repeat prescription. **Action AL**

12. DATE OF NEXT #SKYPE MEETINGS - 1pm on Wednesday 9 December 2020 with Practice representatives .

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